Microsoft

Microsoft Copilot Studio Licensing Guide

November 2025

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Using This Guide

Use this guide to understand licensing for Microsoft Copilot Studio, Copilot Studio agents, and related agent solutions across Power Platform, Microsoft 365 and Dynamics 365.

This guide does not supersede, or replace any of the Microsoft Product Terms legal documentation covering use rights.

For help determining the right technology solution for any given organization, including the license requirements for a specific product or scenario, consult with your Microsoft account team or a Microsoft Certified Partner.

For more information on Copilot Studio product and program licensing visit the Microsoft Central Licensing Hub. Customers in the United States, can contact Microsoft Sales directly at (800) 642-7676. For international queries, refer to the list of Microsoft Customer Service phone numbers available here.

All pricing is USD ERP and subject to change. All subscription pricing listed is per month, billed annually. Please see Pricing | Microsoft Copilot Studio for actual pricing.

What's new in this licensing guide

See the Change log in Appendix G, for minor changes effective November 2025.

Users should take care to always use the latest version of the licensing guide for the most up-to-date information. The latest internal version of this guide can be found here. Microsoft reserves the right to review or update this document at any time without notice.

How to Buy Microsoft Copilot Studio

As users interact with Copilot Studio agents, or agents perform tasks on behalf of users, they consume Copilot Credits. Copilot Credits are the common currency across Copilot Studio capabilities and are available via the Microsoft Copilot Studio pay-as-you-go meter, the Microsoft Copilot Studio license (i.e., Copilot Credit capacity pack) and the Copilot Credit Pre-Purchase Plan.

1. **Microsoft Copilot Studio pay-as-you-go meter**
   The Copilot Studio pay-as-you-go meter enables customers to postpay based on the number of Copilot Credits consumed in a billing month. This meter allows for flexibility, scalability and seasonality with no interruptions due to overages.
2. **Microsoft Copilot Studio license (i.e., Copilot Credit capacity pack)**
   Copilot Credits are also offered through the Microsoft Copilot Studio license subscription (i.e., Copilot Credit capacity pack). A quantity of licenses should be purchased for the expected number of Copilot Credits that will be consumed by the tenant in a month.

   It is strongly recommended that customers who choose the subscription license also set up the Copilot Studio pay-as-you-go meter in case of any overages.
3. **Copilot Credit Pre-Purchase Plan**
   The Copilot Credit Pre-Purchase Plan offers organizations a one-year, pay-upfront purchase option for Copilot Credits at tiered discounts. Customers purchase a pool of Copilot Credit Commit Units (CCCUs) that automatically covers the usage of Copilot Credit. Each CCCU is worth $1 and converts to 100 Copilot Credits.

There are three ways to buy Microsoft Copilot Studio.

- **Microsoft Partners**
  For customers in need of a fully-managed and tailored Copilot Studio solution, connect with a partner.
- **Microsoft Sales**
  For customers who want to learn more about Copilot Studio, discuss use cases or get pricing information, reach out to Microsoft Sales or call Microsoft Sales at (800) 642-7676.
- **Microsoft Online**
  The Microsoft Copilot license subscription can be set up here.
  The Microsoft Copilot Studio pay-as-you-go meter and the Copilot Credit Pre-Purchase Plan can be set up here.

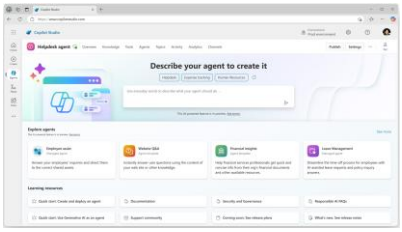
This table outlines purchasing channels, with flexible subscription lengths and support models.

Overview of purchasing options

	Microsoft Partners	Microsoft Sales	Microsoft Online
Subscription length	Monthly / Annual / Multi-Year	Monthly / Annual / Multi-Year	Monthly /Annual / Multi-Year
Customer support	Industry specific	Account specific	Product specific
Eligibility	All customers	Managed accounts	All customers
Implementation	Customized support	Upon request	Independently managed
Scale	Department / Enterprise-wide	Enterprise-wide	Department / Enterprise-wide

Learn more about how to buy from Microsoft.

Microsoft Copilot Studio



Service Overview

Copilot Studio is a comprehensive conversational AI platform that empowers users to build, customize and deploy agents using natural language or a graphical interface. With Copilot Studio, users can easily design, test, and publish agents tailored to specific needs for internal or external scenarios across your industry, department, or role. For technical details please visit: aka.ms/copilotstudio.

Licensing Overview

When users interact with Copilot Studio agents or when agents perform tasks on behalf of users, they consume Copilot Credits. Copilot Credits are a measure of the time and effort required for an agent to retrieve information, respond to prompts, and perform tasks through actions, including executing workflows and invoking AI Tools and custom skills that extend the agent's capabilities.

Copilot Credits

Copilot Credits are the common currency across Copilot Studio capabilities. The number of credits decremented for each response or action is dependent on the complexity of the task completed by the agent. Copilot Credits are offered through the Microsoft Copilot Studio pay-as-you-go meter, the Microsoft Copilot Studio license (i.e., Copilot Credit capacity pack) and the Copilot Credit Pre-Purchase Plan.

1. Microsoft Copilot Studio pay-as-you-go meter
   The Copilot Studio pay-as-you-go meter enables organizations to postpay based on the actual number of Copilot Credits consumed by agents in a billing month. No up-front license commitment is required, allowing organizations to scale usage and ensure business continuity for critical business processes with flexibility, scalability, seasonality and no interruptions due to overages.

   - **Pricing:** $0.01/Copilot Credit
   - **Meter Definition:** The Copilot Studio pay-as-you-go meter counts the total number of Copilot Credits consumed by agents. The usage is billed in arrears at the end of the billing month.

Copilot Studio Pay-As-You-Go Meter Offer Summary

SKU Description	Microsoft Copilot Studio Pay As You Go Copilot Credit
Billing Configuration	Per environment via billing plan
Meter name	Copilot Studio Pay As You Go Copilot Credit

   - **Building and Managing agents:** A Copilot Studio Author role is required for users to build and manage agents when Copilot Studio is purchased via pay-as-you-go. To grant access, navigate to Settings and update the Copilot Author setting in the Power Platform Admin Center (PPAC). There, you can assign a security group, and only members of that group will have access to Copilot Studio.

- **Role required:** Copilot Studio Author role
- **Pricing:** $0

2. **Microsoft Copilot Studio license (Copilot Credit capacity pack)**
   Copilot Credit capacity packs are offered through the Copilot Studio subscription license. Copilot Credit capacity packs should be purchased for the anticipated number of Copilot Credits your tenant is expected to consume each month. Unused credits do not roll over to the next month.

   - **Pricing:** $200 per pack/month
   - **Copilot Credit Capacity:** 1 capacity pack = 25,000 Copilot Credits

   For additional capacity, it is recommended to sign up for the pay-as-you-go meter to ensure business continuity. Copilot Credit consumption won't be counted against the pay-as-you-go meter until credit pack capacity packs have been exhausted.

Copilot Studio License Offer Summary

SKU Name	Microsoft Copilot Studio
Billing Configuration	Per Tenant
1 Copilot Credit Pack	25,000 Copilot Credits per month

- **Building and Managing agents:** A Copilot Studio User License ($0) is required for each user building and managing agents with Copilot Studio. We recommend acquiring the tenant license and user license(s) as part of a single transaction to simplify onboarding to Copilot Studio.
  - **License required:** Copilot Studio User License
  - **Pricing:** $0
  - **Recommendation:** Acquire the tenant license and user licenses as a single transaction to simplify onboarding to Copilot Studio.

3. **Copilot Credit Pre-Purchase Plan**
   The Copilot Credit Pre-Purchase Plan offers organizations a one-year, pay-upfront purchase option for Copilot Credits at tiered discounts. Customers purchase a pool of Copilot Credit Commit Units (CCCUs) that automatically covers the usage of Copilot Credit. Each CCCUs is worth $1 and converts to 100 Copilot Credits.

Copilot Credit Pre-Purchase Plan Pricing Tiers

Tier	Copilot Credits Commit Units (CCCU)	Price	Discount
1	3,000	$2,850	5%
2	15,000	$14,100	6%
3	30,000	$27,900	7%
4	150,000	$138,000	8%
5	300,000	$270,000	10%
6	750,000	$660,000	12%
7	1,500,000	$1,290,000	14%
8	2,250,000	$1,867,500	17%
9	3,000,000	$2,400,000	20%

Copilot Credit Pre-Purchase Plan Value Conversion

Tier	Copilot Credits Commit Units (CCCU)	# of Copilot Credit (1 CCCU = 100 Copilot Credit)	# of monthly MCS licenses (Copilot Credit capacity pack)
1	3,000	300,000	1 pack * 12 months
2	15,000	1,500,000	5 packs * 12 months
3	30,000	3,000,000	10 packs * 12 months
4	150,000	15,000,000	50 packs * 12 months
5	300,000	30,000,000	100 packs * 12 months
6	750,000	75,000,000	250 packs * 12 months
7	1,500,000	150,00,000	500 packs * 12 months
8	2,250,000	225,000,000	750 packs * 12 months
9	3,000,000	300,000,000	1,000 packs * 12 months

- Each CCCU is worth $1 and converts to 100 Copilot Credits.
- The Microsoft Copilot Studio (MCS) license (Copilot Credit capacity pack) conversion is calculated by taking the total number of Copilot Credits available in the tier and dividing by 25K Copilot Credits available in a MCS license (i.e., Copilot Credit capacity pack) for 1 year period. The CCCUs can be used for a year from the plan purchase date before expiring. This provides additional flexibility compared to the MCS license (i.e., Copilot Credit capacity packs) which expires monthly.

Copilot Credit Pre-Purchase Plan Offer Summary

SKU Name	Microsoft Copilot Studio
Billing Configuration	Per environment via billing plan

- **Building and Managing agents:** A Copilot Studio Author role is required for users to build and manage agents when Copilot Studio is licensed via the Copilot Studio Pre-Purchase Plan. To grant access, navigate to Settings and update the Copilot Author setting in the Power Platform Admin Center (PPAC). There, you can assign a security group, and only members of that group will have access to Copilot Studio.
  - **Role required:** Copilot Studio Author role
  - **Pricing:** $0

Microsoft 365 Copilot USL

The Microsoft 365 Copilot User Subscription License (USL) includes limited Copilot Studio use rights. For a comprehensive overview of these entitlements, please refer to the summary of Summary of Copilot Studio table in this licensing guide.

Copilot Studio Billing Rates

For Copilot Studio Billing Rates, please see Billing rates and management.

Summary of Microsoft Copilot Studio

	Microsoft Copilot Studio	Copilot Studio use rights with Microsoft 365 Copilot
Plans	• MCS Pay-As-You-Go • MCS License (Copilot Credit capacity pack) • Copilot Credit Pre-Purchase Plan	Microsoft 365 Copilot $30 per user/month
Included agent usage[1]	Pay-as-you-go: unlimited[2] License (capacity pack): 25,000 Copilot Credit /pack[3] Pre-Purchase Plan: Depends on the tier[3]	Fair Usage Limit[4]
Create and publish your own agents and agent flows anywhere	●	
Create and Publish your own agents and plugins to extend Microsoft 365 Copilot	●	●
The output you create is…	Your own agent	Your own agent[5]
Standard Power Platform connectors	●	●
Premium and Custom Power Platform connectors	●	●
On premises and cloud services data transfer for Power Platform Connectors	●	●
Dataverse for Copilot Studio	●[6]	●[6]
Managed Environments	●[7]	●[7,8]
Available channels to publish agents/plugins	External channels (e.g., External Web, FB, WhatsApp etc.) Internal Channels (e.g., Internal Web, Teams, etc.)	Microsoft 365 experience

1. Customers will be charged according to the consumption of Copilot Credits, the common currency across Copilot Studio capabilities. Copilot Credits are the measure of time and effort required to retrieve information and respond to prompts or actions taken by an agent.
2. The Copilot Studio pay-as-you-go meter enables you to postpay based on the actual number of credits consumed in a month.
3. Copilot Credits offered via the Copilot Studio license monthly subscription (1 credit pack = 25,000 Copilot Credits) do not roll over to the next month. The CCCU pre-purchased via Copilot Credit Pre-Purchase Plan expire at the end of the annual term. See Pre-Purchase Plan pricing tiers here.
4. Employee-facing scenarios (Business to Employee) usage of Microsoft Copilot Studio agents and the Microsoft Copilot Studio tools/features invoked by the said agents, are included in the Microsoft 365 Copilot USL when the user of the agent is licensed with Microsoft 365 Copilot and the agent is operating using the authenticated Microsoft 365 Copilot USL user's identity. Usage is limited to fair usage limits. Microsoft reserves the right to update the limits as the product evolves, and new usage patterns emerge.
5. Agents built on Copilot Studio, for Teams, SharePoint and Microsoft 365 Copilot, are included with the Microsoft 365 Copilot user license at no additional charge.
6. Dataverse for Copilot Studio default capacities: Dataverse Database 5 GB, Dataverse File 20 GB, Dataverse Log 2 GB. Additional Database, File and Log subscription capacity can be purchased in increments of 1 GB.
7. Please see Managed Environments for licensing details.
8. Managed Environments is enabled only for features related to Copilot Studio.

Tracking Copilot Credit Consumption and Entitlements

Copilot Studio Agent Usage Estimator (preview)*

Use the Copilot Studio Agent Usage Estimator to forecast your agent's Copilot Credit consumption volume.

**The Copilot Studio estimator is not a binding offer nor a guarantee of the final cost or availability of the product. This estimate should be regarded only as guidance and not incorporated into a contractual agreement. The actual amount of Copilot Credit consumption and associated cost may vary depending on the region, availability, workload usage, number of users, and other factors. You may contact your Microsoft representative before making any customer recommendations or purchase decisions. Microsoft reserves the right to modify or discontinue the Copilot Studio estimator at any time without notice.*

Copilot Studio Agent Activity Map

When Copilot Studio agents are tested, all agent activity is visible in the activity map including agent actions such as triggers, topics, Power Platform connectors, and agent flows. The activity map shows a visual representation of the plan that was generated. An activity map is generated for every session, which begins when an agent starts a conversation or is triggered by an external event.

Viewing Usage Details

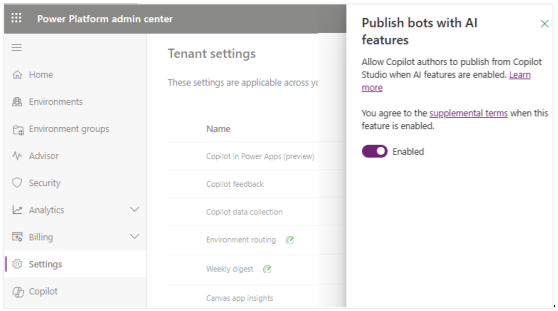
Customer admins can view their organization/tenant level usage details in PPAC in the Billing > License> Copilot Studio> Summary tab.

Controlling How Agents are Shared

Organizations can control and limit how agents are shared in their tenant by applying the Editor and Viewer permission assignments to individuals who need to access Copilot Studio, and then configuring the permissions for who can share with whom. The sharing limits for agents are configured as a Managed Environments control in the Power Platform admin center.

Disabling Agents

To disable agent publishing, admins can use the Power Platform admin center to turn off the ability to publish agents that use generative AI features for a tenant.



Capacity enforcement

All Copilot Studio purchased capacity is enforced monthly and unused Copilot Credits do not carry over month to month. Customers exceeding purchased capacity should adjust their purchase quantity per standard Microsoft terms to remain in compliance. Comprehensive monitoring, reporting, and alerting

mechanisms will be instituted to assist customers with managing Copilot Studio capacity. Technical enforcement (including service denial) will result for usage that is over the purchased capacity.

Dataverse for Copilot Studio

Microsoft Dataverse is a secure, scalable, and cloud-based data platform that enables users to store, manage, and model business data used in applications across the Microsoft ecosystem. It is the foundational data layer for Copilot Studio and Power Platform, including Power Apps, Power Automate, Power Pages and Power BI. It also underlies select Dynamics 365 applications.

Dataverse capacity types and purposes

Dataverse	Purposes
Database	Stores and manages table definitions and data
File	Stores attachments to notes or emails in Power Apps, Dynamics 365 Sales, Customer Service, and Field Service applications. These include documents, image files, videos, PDF files and other crucial files needed in an organization.
Log	Records table and column data changes over time for use in analysis and reporting purposes. Log capacity is designed to help organizations meet their auditing, compliance, and governance policies.

Dataverse allows integration with Outlook and SharePoint. Learn more.

Dataverse default subscription capacity entitlements

Every tenant with a Copilot Studio license receives default capacity.

Copilot Studio capacity per tenant	Default per tenant
Dataverse Database capacity	5 GB
Dataverse File capacity	20 GB
Dataverse Log capacity	2 GB

The first Copilot Studio, Power Apps, Power Automate, Power Pages or select Dynamics 365 subscription provides the one-time default capacity entitlement for the tenant. Additional subscriptions do not add to the tenant's default capacity.

Please see the Power Platform Licensing Guide for Dataverse and Power Platform entitlements, the Dynamics 365 Licensing Guide for Dataverse and select Dynamics 365 license entitlements and this page for details related to Dataverse and Project for the web.

Dataverse capacity add-ons

Apps, flows, bots or websites utilizing Dataverse will consume varying quantities of Dataverse Database capacity, Dataverse File capacity, and Dataverse Log capacity. Additional capacity is available through the Dataverse capacity add-ons.

Subscription Capacity/tenant	Additional Increment	Minimum Quantity	Pricing*
Dataverse Database capacity add-on	1 GB	1	$40/month
Dataverse Database capacity Tier 2 add-on	1 GB	1,000	$30/month
Dataverse File capacity add-on	1 GB	1	$2/month
Dataverse Log capacity add-on	1 GB	1	$10/month

*Billed annually

Please note that Dataverse capacity add-ons do not apply to Dataverse for Teams scenarios (i.e., when a Dataverse for Teams environment reaches its limit, customers need to step up to full Power Apps, Power Automate, Power Pages or Copilot Studio licenses for additional capacity).

Dataverse capacity meters

With a pay-as-you-go enabled environment, Dataverse capacity meters can be used to pay-as-you-go for Dataverse usage as alternatives to the existing subscription capacity add-ons for overages. Dataverse pay-as-you-go capacity is billed based on the amount of capacity used in the environment, beyond the 1 GB Dataverse Database capacity and 1 GB Dataverse File capacity entitlements per environment. No capacity is allocated for Dataverse Logs. (Fractional usage is calculated to 2 decimal places in local currencies.)

Meter definition: Amount of capacity used in the environment beyond any entitled amounts (1 GB database capacity and 1 GB of file capacity per environment).

Dataverse Capacity/environment	Additional Increment	Pricing
Dataverse Database capacity	1 GB	$48/month
Dataverse File capacity	1 GB	$2.40/month
Dataverse Log capacity	1 GB	$12/month

Managed Environments

Managed Environments is included with the following subscription licenses and pay-as-you-go meters.

- Power Apps and Power Automate standalone[1] User Subscription Licenses (USLs)
- Power Pages user subscription capacity packs
- Copilot Studio tenant license
- Power Apps per app, Power Pages and Copilot Studio pay-as-you-go meters[2]
- Copilot Studio for Microsoft 365 Copilot license (only for features related to Copilot Studio)
- Dynamics 365 Premium, Enterprise, Team Members standalone licenses and Dynamics 365 Customer Insights tenant license.

Once enabled, all active usage in the environment will require one of these standalone licenses or pay-as-you-go meters. Please review Power Platform Managed Environments for details.

[1] "Standalone licenses" refers to full Power Apps, Power Automate, Power Pages and Copilot Studio licenses and does not include the limited Power Apps, Power Automate and Power Pages use rights the come with select Dynamics 365 and M365 licenses.
[2] The Power Apps per app pay-as-you-go meter satisfies the prerequisite that all active Power Apps usage in the environment requires standalone licenses or meters. However, this meter covers Power Apps usage only; any Power Automate flow usage must be covered by standalone Power Automate licenses.

Security and Governance

Copilot Studio follows a number of security and governance controls and processes, including geographic data residency, data loss prevention (DLP), multiple standards certifications, regulatory compliance, environment routing, and regional customization. See the Geographic data residency in Copilot Studio document for information and details on how data is handled in Copilot Studio.

Data processing and license agreements

The Copilot Studio service is governed by your commercial license agreements, including the Microsoft Product Terms and the Data Protection Addendum. For the location of data processing, refer to the geographical availability documentation.

Compliance with standards and practices

The Microsoft Trust Center is the primary resource for Power Platform compliance information. Learn more at Copilot Studio compliance offerings.

Data loss prevention and governance

Copilot Studio has an extensive set of Data Loss Prevention features to help you manage the security of your data, along with Power Platform policies.
Additionally, to further govern and secure Copilot Studio using generative AI features in your organization, you can:

- Disable agent publishing:
    - Your admin can use the Power Platform admin center to turn off the ability to publish agents that use generative AI features for your tenant. PPAC > Settings > Tenant Settings > Publish bots with AI features.
- Disable data movement across geographic locations for Copilot Studio generative AI features outside the United States.
- Use the Microsoft 365 admin center to govern the conversational and AI actions and agents that show in Microsoft 365 Copilot.

Copilot Studio supports securely accessing customer data using Customer Lockbox.

Additional Resources

Copilot Studio Trial

Sign-up for a free trial of Microsoft Copilot Studio here.

Copilot Studio Pricing Page

Copilot Studio pricing information is located here.

Copilot Studio Service Support

The benefits included in the Subscription Support Plan are applicable for customers who license Copilot Studio solutions via MOSP, EA, MPSA, EAS, and EES. Learn more about Copilot Studio support options:

- Professional Direct Support for Dynamics 365 and Power Platform
- Unified Support (for enterprise solutions)

SKU Name	Description	Price/month*	Licensed
Professional Direct Support for Dynamics 365 and Power Platform	ProDirect Support Subs Per User for D365 and Power Platform	$9	User

*Billed annually

Customers must acquire enough Professional Direct Support licenses to cover each Power Platform and Dynamics 365 license on its agreement, up to a maximum of 250 licenses.

Appendix A: Multiplexing and Licensing Requirements for External Users

Multiplexing

Hardware or software that a customer uses to:

- pool connections or reduce the number of Operating System Environments (OSEs), devices, or users a Product directly manages,
- reduce the number of devices or users that directly or indirectly access or use a Product,
- or access data a Product itself processes or generates.

Multiplexing does not reduce the number of Licenses of any type that Customer needs.

For additional information about multiplexing refer to the Microsoft Multiplexing Overview.

Licensing Requirements for External Users

External users must be appropriately licensed to access Power Platform services and data. External Users means users that are not (a) employees of Customer or its Affiliates, (b) contractors or agents that typically work for Customer or its Affiliates for more than 30 hours on average per week, or (c) contractors or agents that typically work onsite for Customer or its Affiliates on each working day.

Applicable licensing includes:

- An appropriate Power Platform User SL
- Power Pages Authenticated or Anonymous users/website capacity licenses
- Accessing via Power Automate per flow or Power Automate Process licenses
- Limited capabilities included with Dynamics 365, Microsoft/Office 365, or Windows licenses. (See summary of Power Apps, Power Automate and Power Pages tables in the Power Platform Licensing Guide for details.)

Information on external guest user access is available here.

Appendix B: Text & Generative AI Tools Capabilities

Access to AI Tools capabilities within Copilot Studio requires Copilot Studio capacity, which is licensed through Copilot Credits. Each capability maps to a specific Copilot Studio or AI Tools feature, with defined credit consumption rates. Learn more about Copilot Studio AI Tools and Copilot Credit consumption rates here.

AI Tools capabilities	Copilot Studio/AI Tools features
Prompt using LLM models (basic)	Text and generative AI tools (basic)
Prompt using LLM models (standard)	Text and generative AI tools (standard)
Prompt using LLM models (premium)	Text and generative AI tools (premium)
Custom document processing model	Content processing tools
Invoice processing	Content processing tools
Receipt processing	Content processing tools
Identity document reader	Content processing tools
Business card reader	Content processing tools
Object detection	Content processing tools
Text recognition	Text and generative AI tools (basic)
Sentiment analysis	Text and generative AI tools (basic)
Language detection	Text and generative AI tools (basic)
Key phrase extraction	Text and generative AI tools (basic)
Prediction (scheduled)	Text and generative AI tools (basic)
Prediction (real time)	Text and generative AI tools (basic)
Text translation	Text and generative AI tools (standard)
Entity extraction (prebuilt)	Text and generative AI tools (standard)
Entity extraction (custom)	Text and generative AI tools (standard)
Category classification (custom)	Text and generative AI tools (standard)

Note: Content processing tools are only available in agent flows. These AI capabilities include the following.

- Custom document processing model
- Invoice processing
- Receipt processing
- Identity document reader
- Business card reader
- Object detection

Code Interpreter

Code Interpreter in Copilot Studio enables agents to run code for advanced analytics and data visualization. Now agents can run Python code from user simple natural language prompts using

advanced LLM models, offload data processing, advanced analytics and data visualization generation to agents, and scale generated code to other agents to automate business processes that have advanced data analysis needs.

Code Interpreter is classified under Text & Generative AI Tools. It is not part of the base Copilot Studio entitlement and is billed at the Text & Generative AI Tools Premium rate. Learn more.

Appendix C: Offers in Paid Public Preview

***See disclaimer**
Copilot Studio empowers organizations to extend the capabilities of their agents through a rich set of AI tools designed to automate tasks, enhance reasoning, and integrate with external systems. These tools enable agents to perform complex operations from generating responses using advanced language models to extracting structured data from documents and executing multi-step flows. As outlined in the Copilot Studio Billing Rates table, extensibility includes support for text and generative AI tools (basic, standard, and premium), content processing tools, agent flow actions, orchestration modes, computer use, tenant graph grounding, and agent actions. Each capability is billed according to its usage tier, allowing organizations to scale intelligently.

Multi-Agent Orchestration in Copilot Studio

This capability allows agents built in Copilot Studio, Azure Agent Service and Microsoft 365 Agents SDK to exchange data and work together, distributing work across multiple steps to deliver more comprehensive experiences. Learn more.

Bring Your Own Model (BYOM) to Copilot Studio

Access the catalog of 1900+ models from Azure AI Foundry Models within Copilot Studio to use in prompts and for answers/summarization, giving Makers the ability to use their preferred model for scenario specific tasks or agents. Learn more.

Appendix D: Terminology

Application Program Interface (API): Any form of application programming interface that provides access to a Microsoft service and any associated tools, including sample code that enables interactions with Microsoft's services, and documentation that Microsoft makes available under these TOU, and includes all elements, components, and executables of such API.
Cloud PC: Cloud PC to refers to the object of the Windows 365 for Agents service.
Connectors: In Power Platform, connectors mean the 1200+ prebuild data connectors to use within Power Platform solutions. These can be used within plugins when being used with M365 Copilot.

- **Standard Connector:** Data sources within the Microsoft 365 ecosystem. Examples: Excel, Outlook, SharePoint, LinkedIn. A list of standard connectors is located here.
- **Premium Connector:** Business systems beyond Microsoft 365. Examples: DocuSign, Zendesk, Jira Software.
- **Custom Connector:** To support more tailored scenarios, users can build custom connectors with their own triggers and actions. These connectors are function-based; data is returned based on calling specific functions in the underlying service. **Example:** Services that are not available as prebuilt connectors.
- **On-premises Connector:** Accesses on-premises data using a gateway. **Example:** Microsoft SQL Server.

Copilot: Copilot is an intelligent assistant that uses generative AI and LLMs to assist humans with complex cognitive tasks.
Dataverse: Dataverse lets you store and manage data that is used by business applications.
Desktop flow: A feature in Power Automate targeting the RPA market by enabling legacy apps to be automated via GUI vs API.

- Processes executed via desktop flows can be contained within a broader API-based automation scenario or exist standalone.

Flow (definition of flow within app context): For both triggers and actions, flows included within an embedding application can connect:

- To any data source within the use rights of the embedding application
- Directly with the embedding application (via built in trigger/action)

Generative AI: Generative AI broadly describes AI models that can produce human-like content in the form of text, images, code and other types of media or data in response to a user-entered prompt. Generative AI applications are built on top of large language models (LLMs) and foundation models.

- Large language models (LLM) are a type of AI model that is trained on massive datasets. LLMs are a subset of generative AI. LLMs can be used for understanding natural language and generating content like text (ex: GPT-4o).
- **Foundation models** are large ML models pre-trained with the intention that they are to be fine-tuned for more specific language understanding and generation tasks. These models are utilized to discern patterns within the input data.

After these models have completed their learning processes, together they generate statistically probable outputs when prompted and they can be employed to accomplish various tasks, including:

- Image generation based on existing ones or utilizing the style of one image to modify or create a new one.
- Speech tasks such as transcription, translation, question/answer generation, and interpretation of the intent or meaning of text.

GPTs: Generative Pretrained Transformers (GPTs) are custom versions of GPT models that can be tailored to specific areas, tasks or personas using specific instructions, knowledge and any combination of skills.

LLM: Large language models (LLM) is a type of AI model that is trained on massive datasets. LLMs are a subset of generative AI. LLMs can be used for understanding natural language and generating content like text (ex: GPT-4o).
RAG Retrieval: Retrieval-Augmented Generation (RAG) is a process that enables AI models to retrieve relevant information from a knowledge source and incorporate it into generated text.
Robotic Process Automation (RPA): A market for process automation that encompasses the use of an application's graphical user interface (GUI), where a user records a series of steps/actions/tasks for the automation technology to then perform as a process by repeating directly in the GUI.
RPA robot or "bot": A GUI-based process running on a desktop or virtualized environment.

- **Attended bot:** Triggered by an explicit user action on their workstation, i.e., a local or remote desktop
    - Must operate concurrently with the user on the same workstation
    - Can run more than one discrete process, but each process must be serialized to run sequentially
- **Unattended bot:** Runs autonomously without requiring user actuation
    - Can be deployed on a local or remote desktop, or other virtualized environment
    - Can run more than one discrete process; each process must be serialized to run sequentially
    - Concurrent instances of a singular process require an additional unattended bot for each instance

Tables: A set of records used to store data. Tables let users model business data for use within an organization's business applications. Examples of tables: Account, Contact, Lead, Opportunity.

- **Standard tables:** Dataverse provides business tables, out of the box, which represent most commonly used tables across business applications. **Examples:** Account, Appointment, Contact, Email, etc.
- **Custom tables:** Tables that are created by the customer/partner for a specific business need. For example, type of machine is not a standard table, so it can be created as a custom table.
- **Restricted tables:** Tables that require a Dynamics 365 license for full access. Examples: Case, SAL, Knowledge Articles. For list of restricted tables click here.
- **Complex tables:** These are tables that use complex server-side business logic. Any table (whether standard or custom) becomes complex once the customer/partner associates the table with the custom business logic. Example: any table that uses a real-time workflow or code plug-in.

Tools: Tools are the building blocks that enable your agent to interact with external systems. You can extend the capabilities of your custom agent by adding one or more tools. Tools can be used by your agent to respond to users automatically, using generative orchestration. You can also call tools explicitly from within a topic using Classic Orchestration. Learn more.

- **Prebuilt connectors:** Choose from a selection of preset connections to thousands of popular APIs from both Microsoft and third-party services. (Standard and Premium)
- **Custom connectors:** Define a connection to a custom service or system to enable custom tool options using Power Platform Connectors.
- **Agent flows:** Define an agent flow, including one or more actions to be carried out by the flow.
- **Prompts:** Single turn model-based prompt that can reference knowledge you provide.
- **REST API connections:** Representational State Transfer Application Programming Interface (REST-API) is a way for different software systems to communicate over the internet using standard HTTP methods like GET, POST, PUT, and DELETE.

Appendix E: Change Log

Page(s)	Topic	Change	Action	Date
30	Code Interpreter	Update	Code Interpreter now generally available (GA)	November, 2025
17-18	Computer Use	Update	Copilot Studio Computer Use now generally available (GA)	November, 2025
29	AI Builder	Update	Text and Generative AI Tools > AI Builder capabilities renamed Copilot Studio AI Tools capabilities	November, 2025
Various	Copilot Studio	New	Copilot Credits Pre-Purchase Plan	October 2025
7,18	Microsoft 365 Copilot	Update	Use rights updated	October 2025
22	Computer Use	New	Computer use in Copilot Studio (Paid Public Preview)	October 2025
Various	Messages	Update	Copilot Studio messages renamed to Copilot Studio Copilot Credits	September 2025
Various	GPT model names	Update	Removed references to specific GPT model names	September 2025
Various	Accessibility	Update	Licensing guide accessibility updated	August 2025
N/A	Billing Rates	Update	Billing Rates now referenced in Billing rates and management.	July 2025
10	Cloud flows	New	Cloud flows - Power Platform Requests limits added	June 2025

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