



Microsoft Copilot Story Telling

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Diego Lens
Cloud Solutions Enablement
19 February 2025

Microsoft **INGRAM MICRO**

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<https://bit.ly/2025H1>

2

Microsoft Azure Journey

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3

Desktop Virtualization

<https://bit.ly/2025H1>

4



5



6



<https://bit.ly/2025H1>

Are you organizing your own event for your customers?

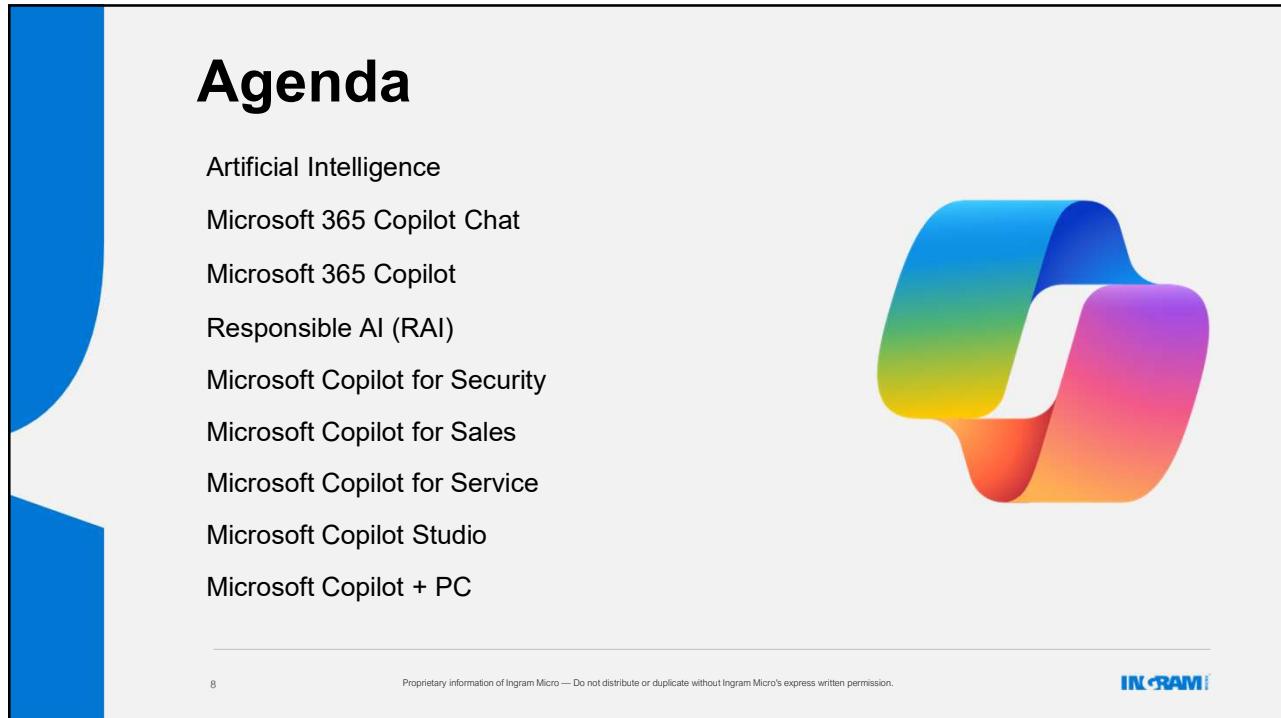
Searching for a speaker ?

diego.lens@ingrammicro.com

 Microsoft

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Agenda

- Artificial Intelligence
- Microsoft 365 Copilot Chat
- Microsoft 365 Copilot
- Responsible AI (RAI)
- Microsoft Copilot for Security
- Microsoft Copilot for Sales
- Microsoft Copilot for Service
- Microsoft Copilot Studio
- Microsoft Copilot + PC



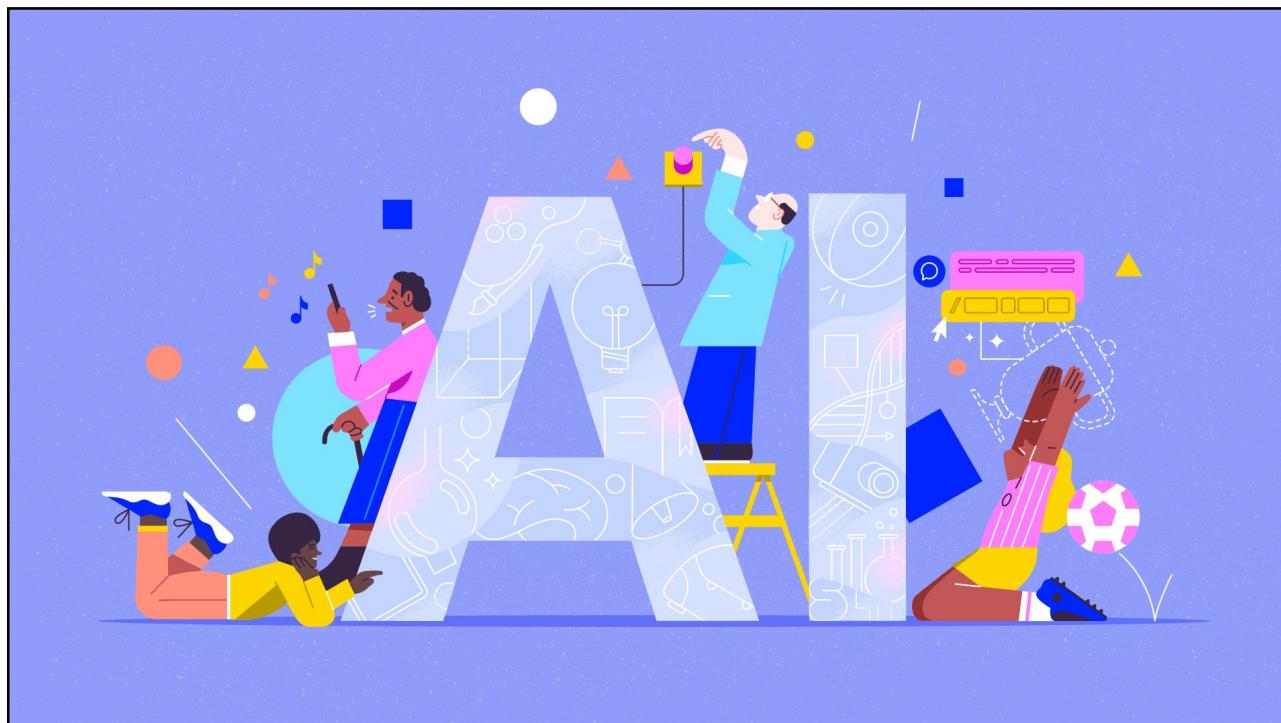
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Artificial Intelligence

1950s

Artificial Intelligence

The field of computer science that seeks to create **intelligent machines** that can replicate or exceed human intelligence.

11

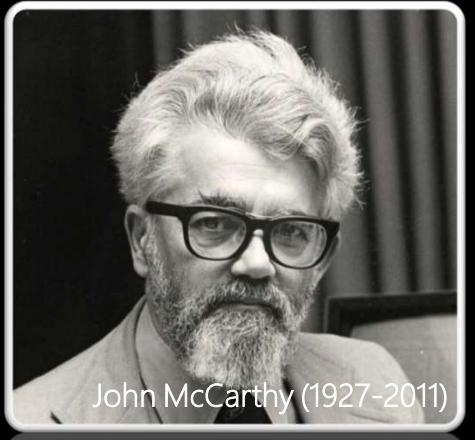
12

Artificial Intelligence

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John McCarthy (1927-2011)

12

Artificial Intelligence

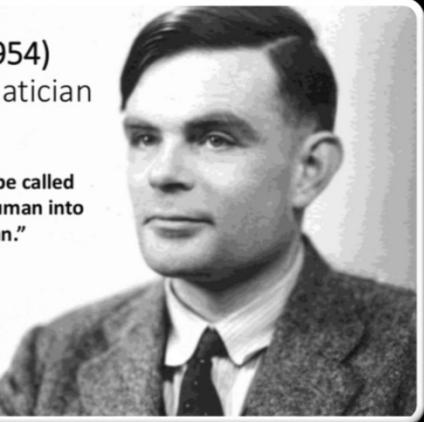
1950s

Artificial Intelligence

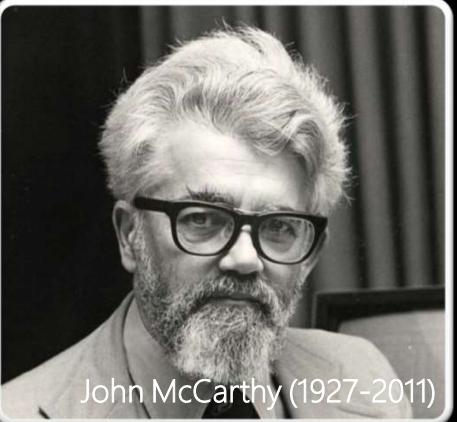
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Alan Turing, (1912–1954)
Educator, Mathematician

"A computer would deserve to be called intelligent if it could deceive a human into believing that it was human."



John McCarthy (1927-2011)



13

Artificial Intelligence

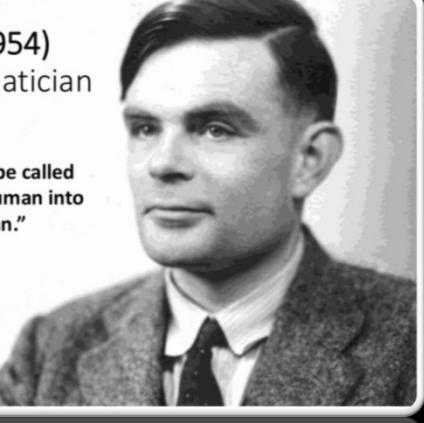
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Artificial Intelligence

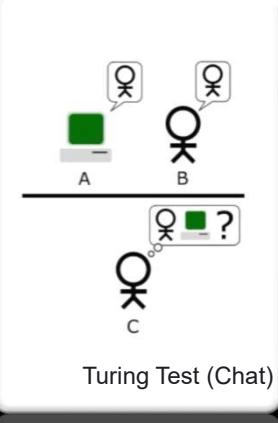
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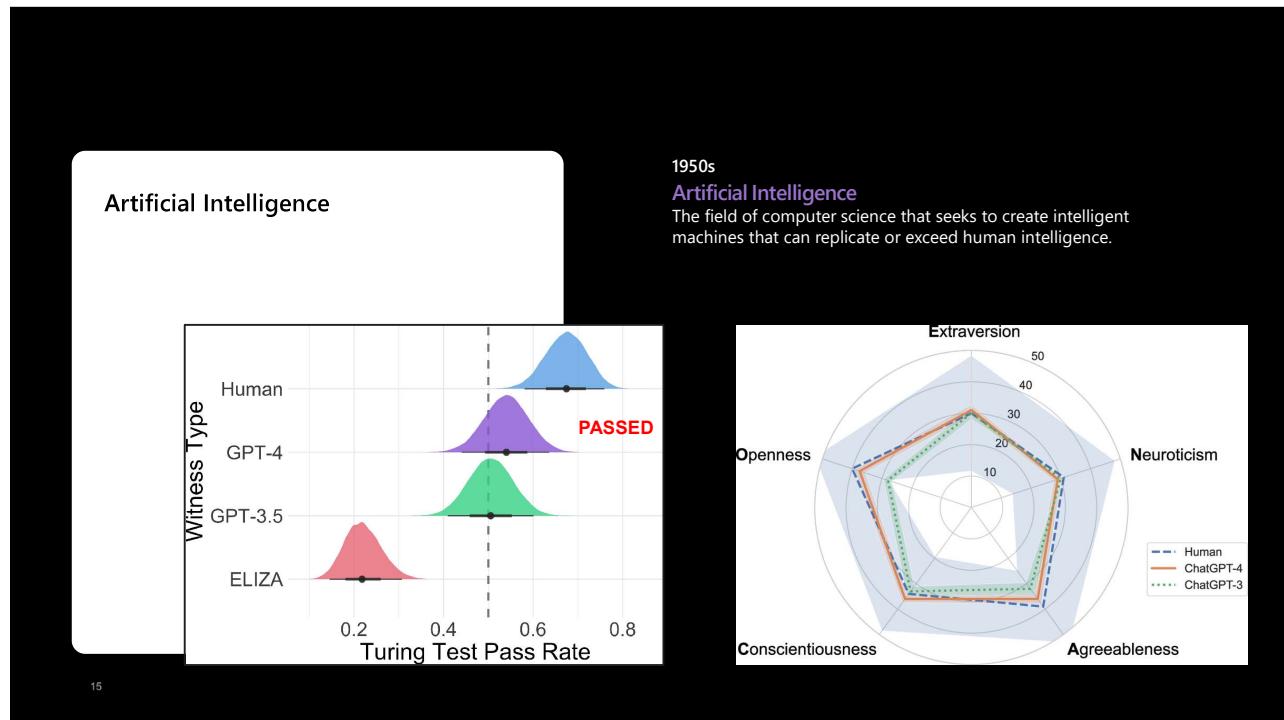
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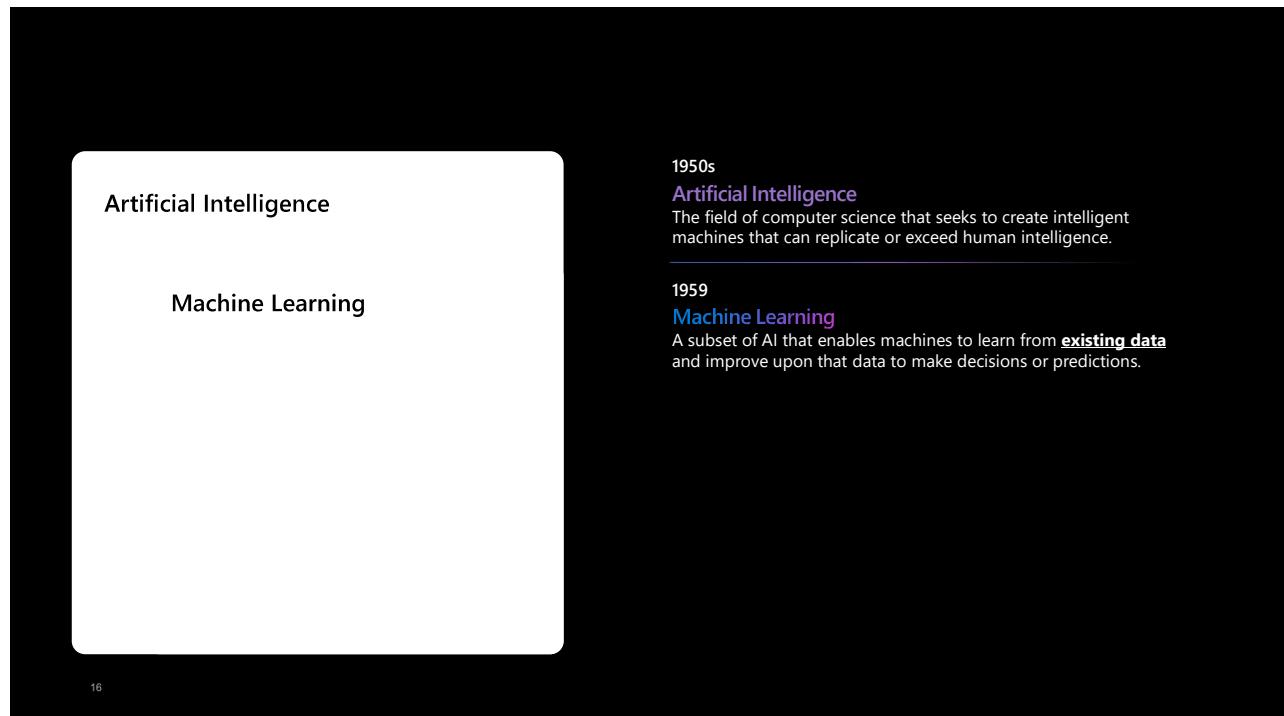
Turing Test (Chat)



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Artificial Intelligence

Machine Learning

Data Set

Labeling

Algorithm

INPUT

MODEL TRAINING

MODEL PREDICTION (INFERENCE)

OUTPUT

1950s

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The field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence.

1959

Machine Learning

A subset of AI that enables machines to learn from **existing data** and improve upon that data to make decisions or predictions.

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Artificial Intelligence

Machine Learning

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Algorithm

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MODEL TRAINING

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18

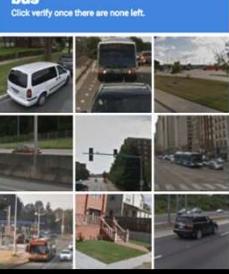
Artificial Intelligence

Machine Learning

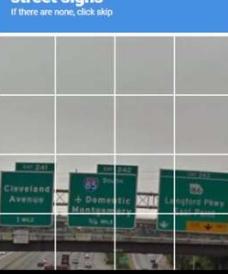
Select all squares with **traffic lights**



Select all Images with a **bus**
Click verify once there are none left.



Select all squares with **street signs**
If there are none, click skip



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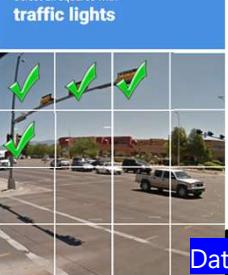
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19

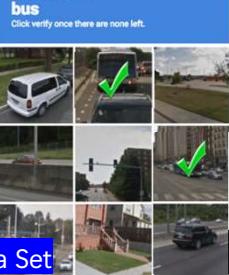
Artificial Intelligence

Machine Learning

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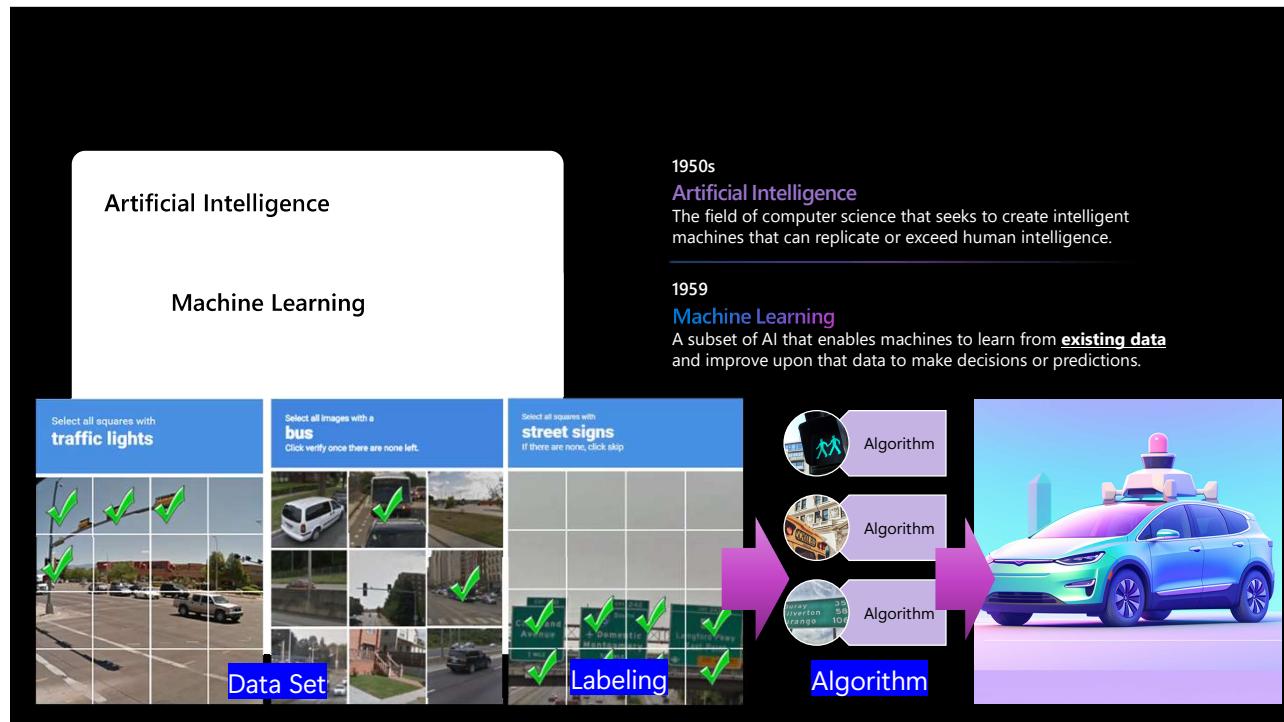
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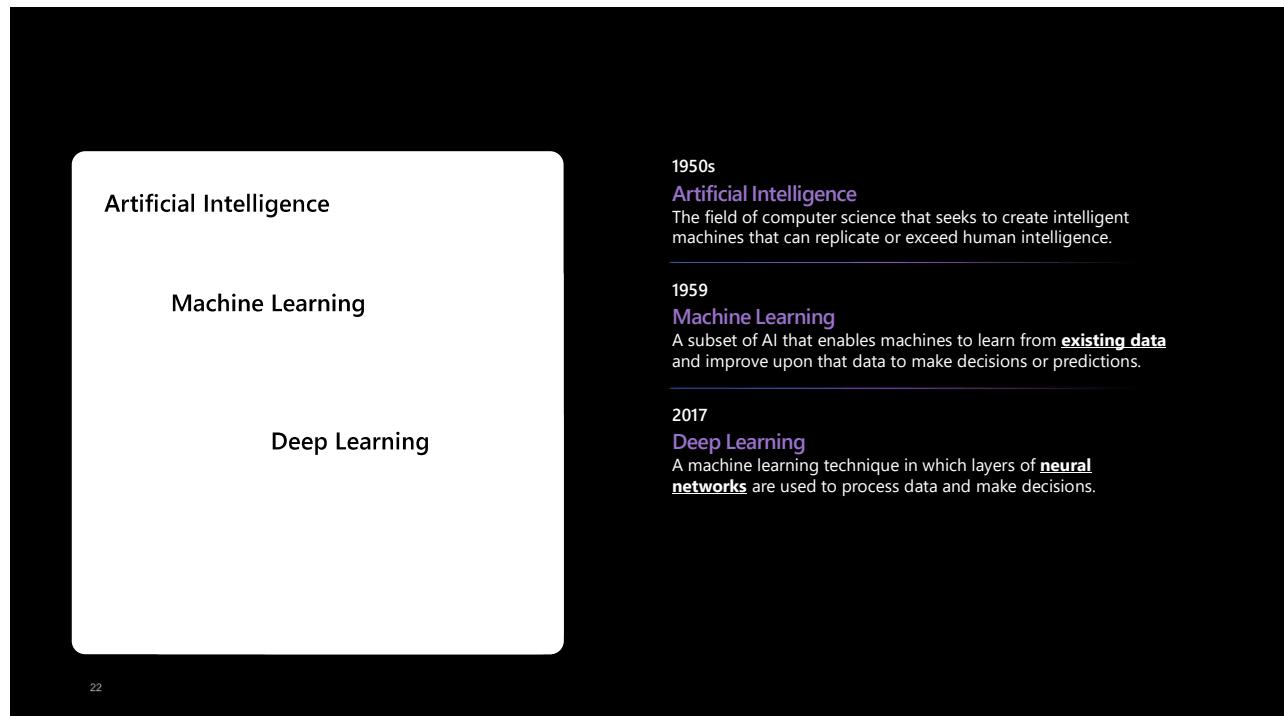
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20



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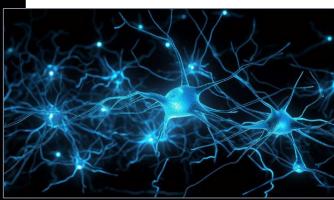


22

Artificial Intelligence

Machine Learning

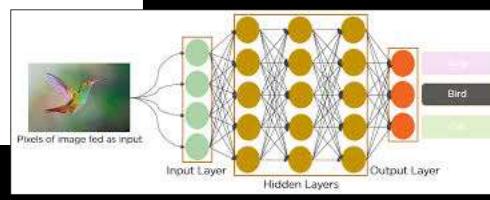
Deep Learning



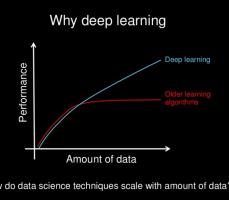
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A subset of AI that enables machines to learn from **existing data** and improve upon that data to make decisions or predictions.

2017
Deep Learning
A machine learning technique in which layers of **neural networks** are used to process data and make decisions.



Why deep learning
How do data science techniques scale with amount of data?



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Artificial Intelligence

Machine Learning

Deep Learning

Generative AI

1950s
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2017
Deep Learning
A machine learning technique in which layers of **neural networks** are used to process data and make decisions.

2021
Generative AI
Create new written, visual, and auditory content given prompts or existing data.

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Generative AI

AI Generates new content

Text

Code

Pictures

Video

25

25

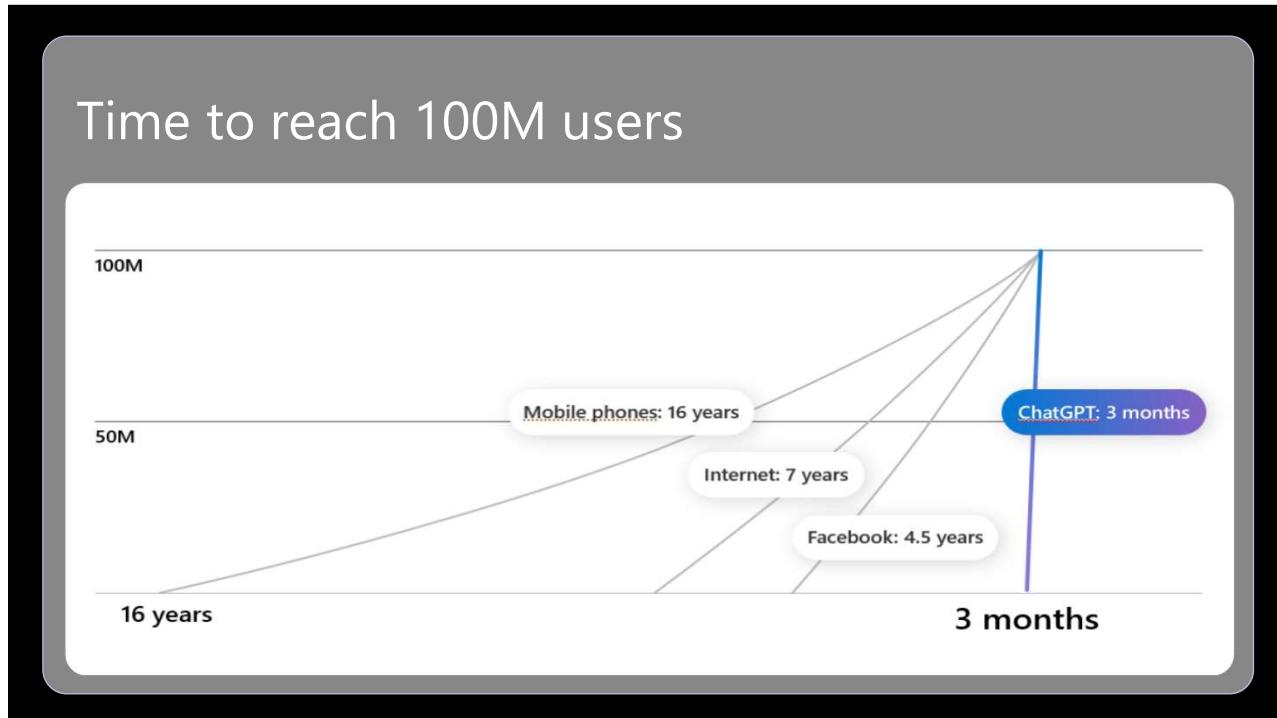
Large Language Models (LLMs)

Generative
(predicting text)

Pre-Trained
(with collection of language data)

Transformer
(type neural network)

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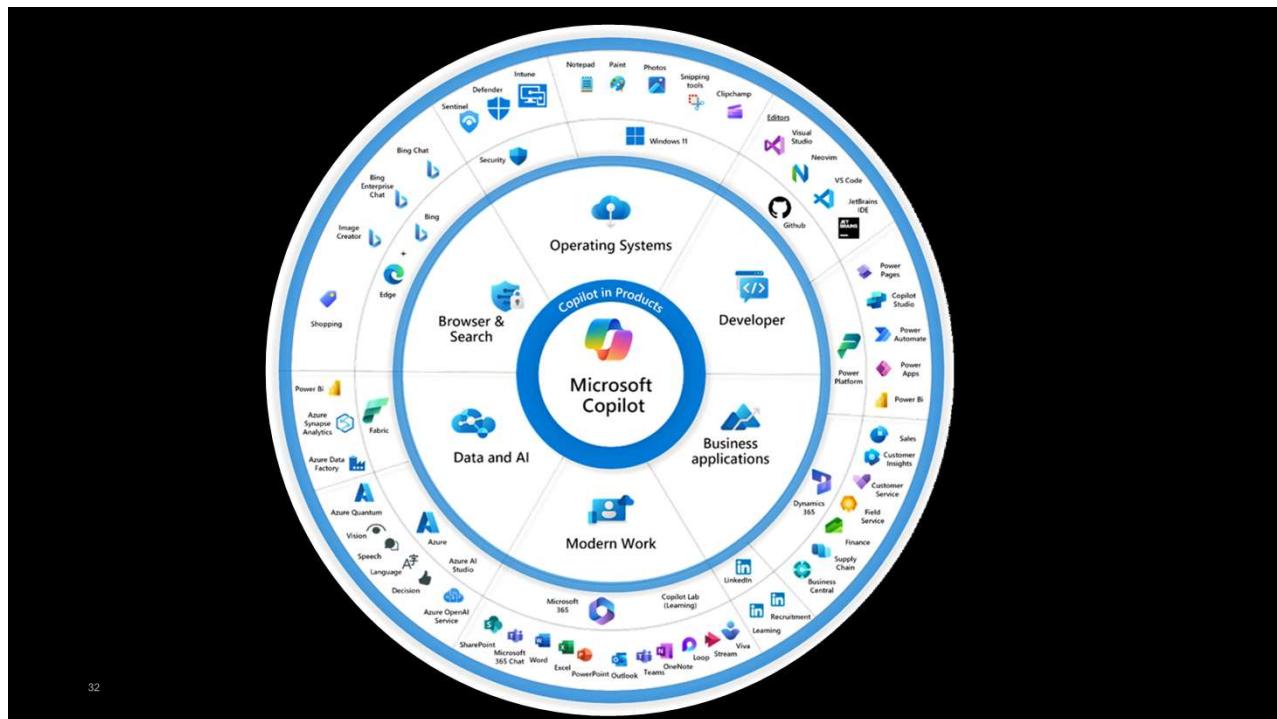


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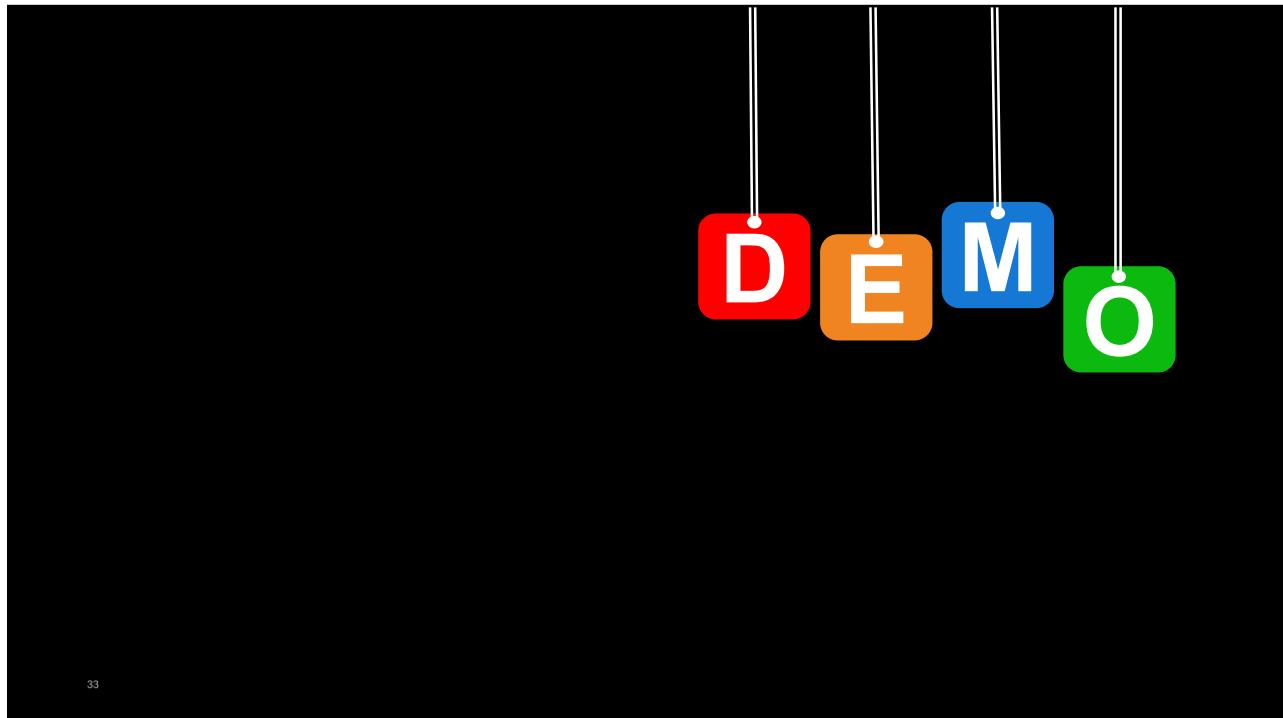
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Understanding the AI options			AI adoption
	Copilot	Copilot with commercial data protection	Microsoft 365 Copilot
	Personal	Work	Work
GPT Large Language Model	✓	✓	✓
AI-Powered Web Search, Answers & Content Generation	✓	✓	✓
Commercial Data Protection		✓	✓
Microsoft 365 Enterprise Security, Compliance & Privacy			✓
Microsoft 365 Graph (content & context)			✓
Microsoft 365 Apps Integration			✓
Licensing	Public and free	Included with eligible Entra ID P1 License	license /user/month

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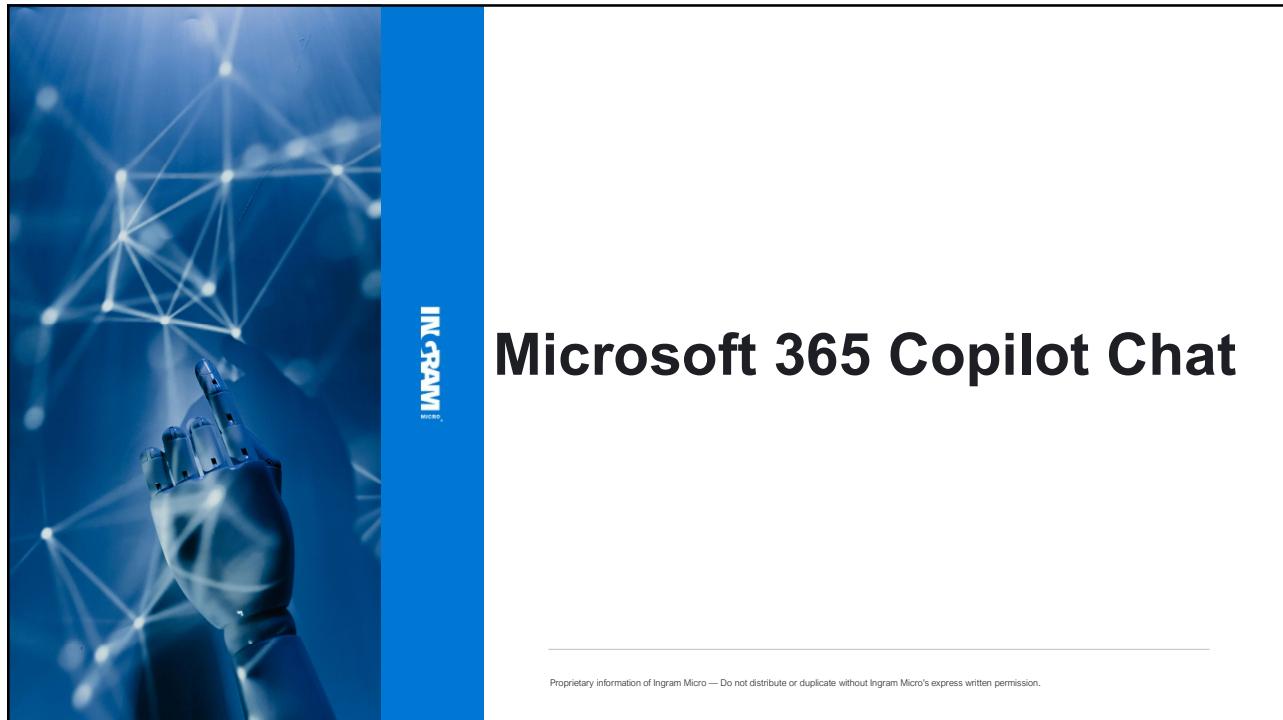


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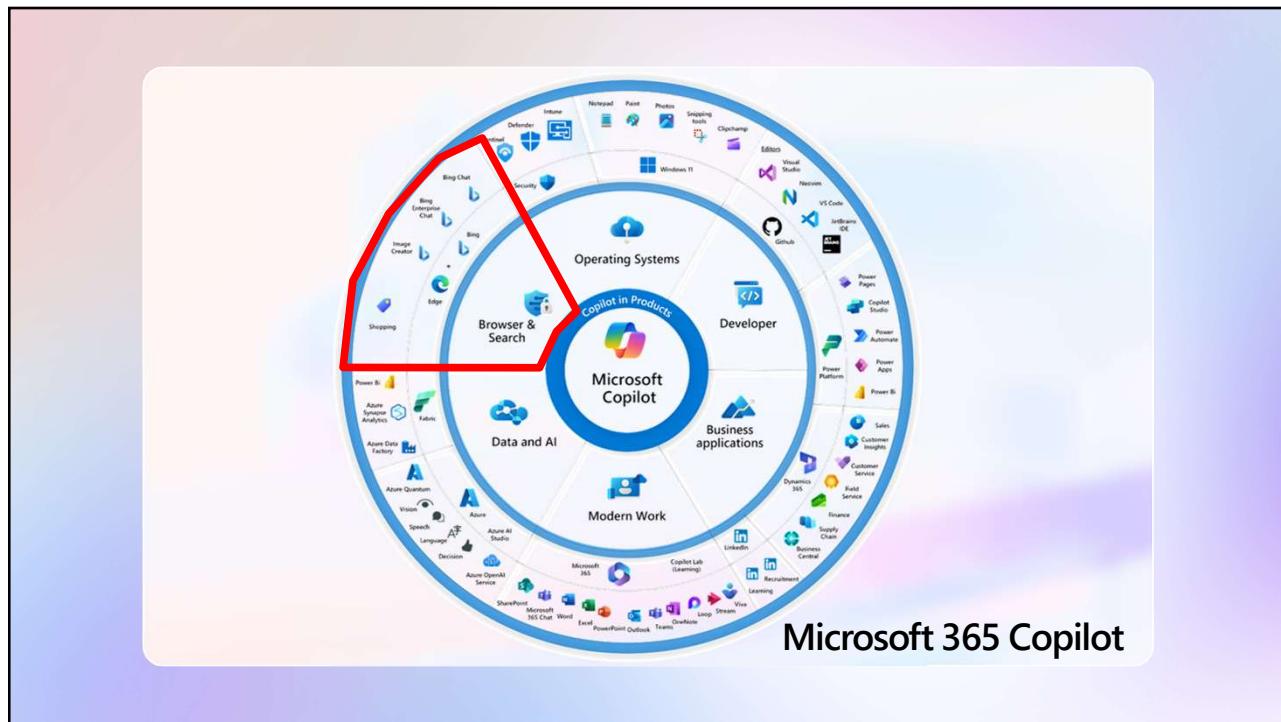
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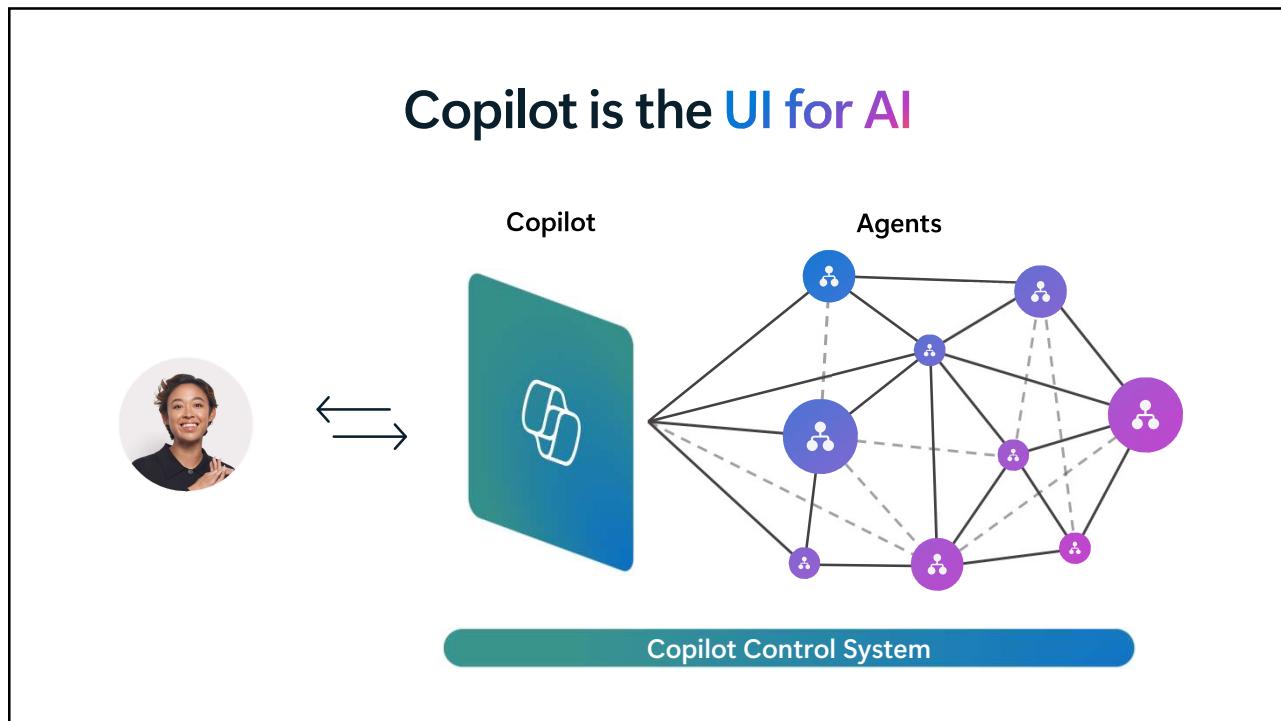
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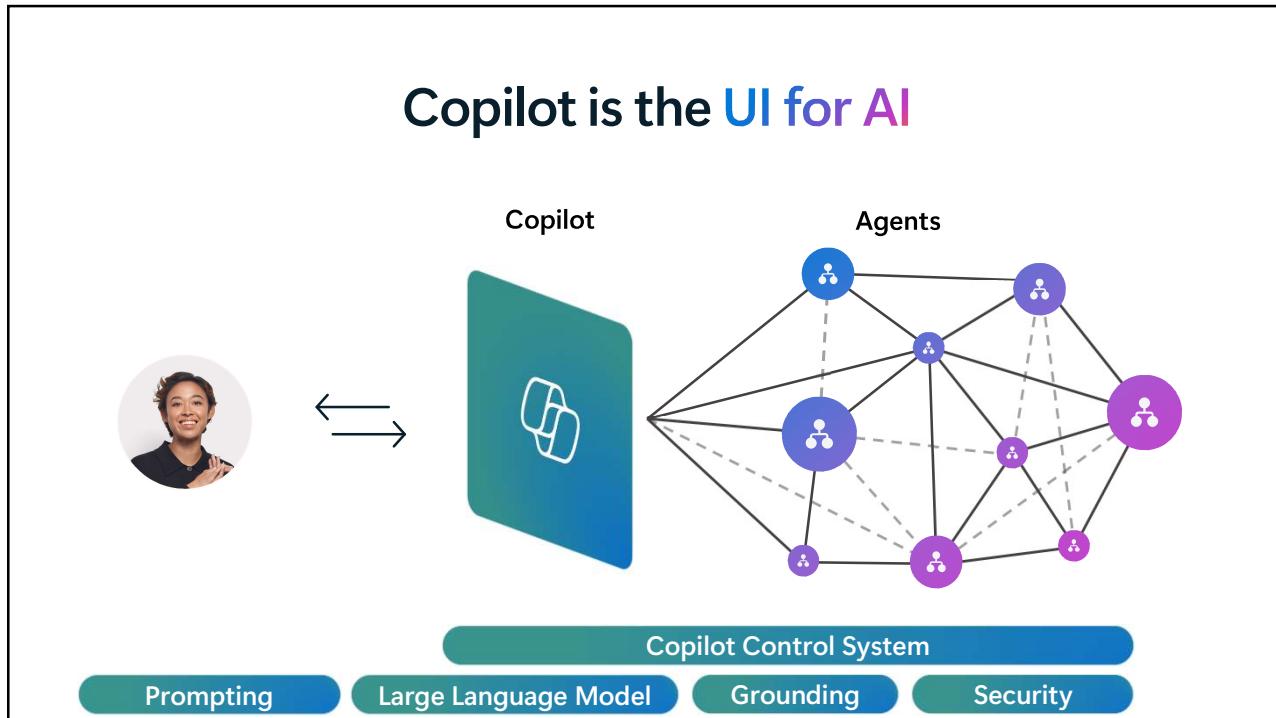


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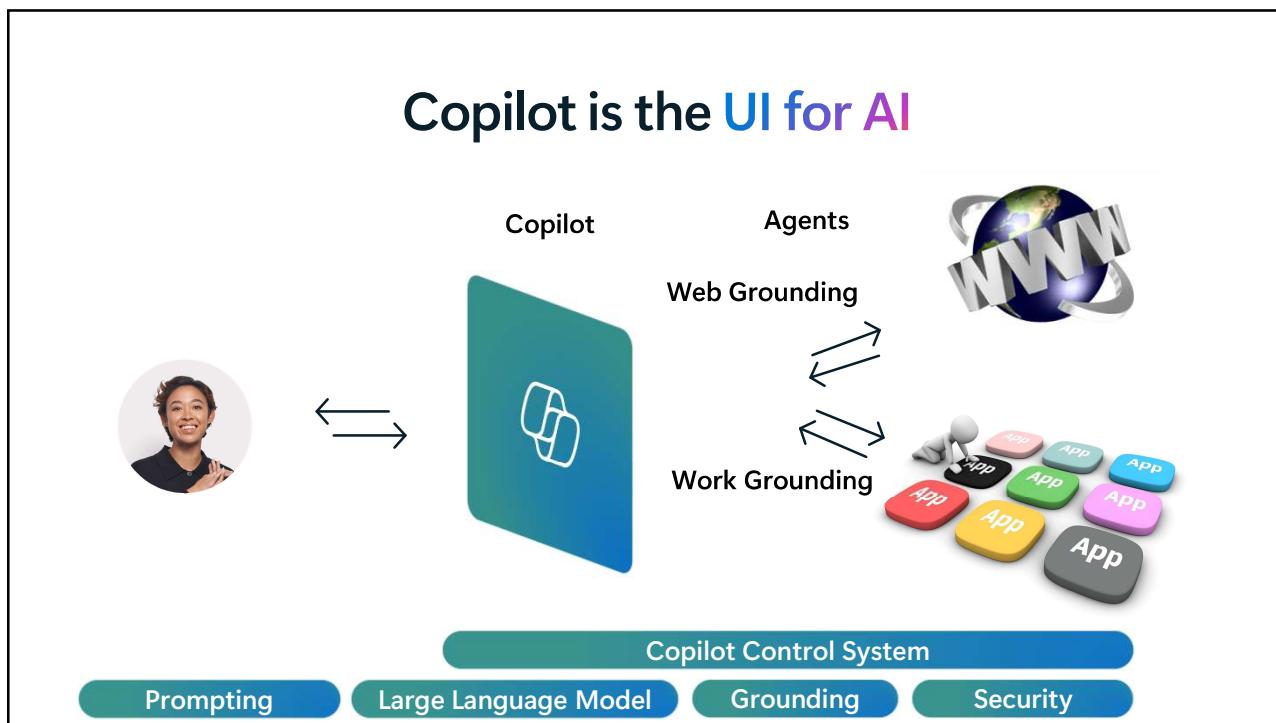
36

Copilot is the UI for AI



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Copilot is the UI for AI

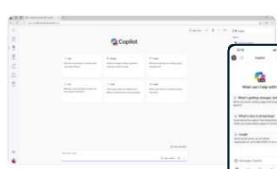


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Introducing



Microsoft 365 Copilot Chat



Chat + Agents + IT Controls

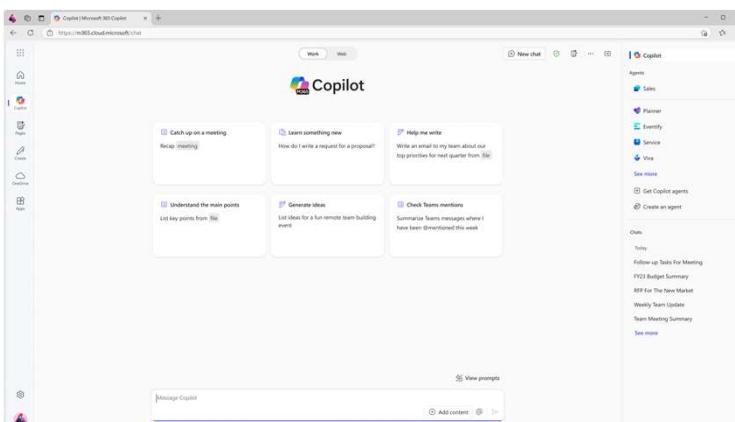
Chat: Free, secure AI chat – powered by GPT 4o and web grounded

Agents: Integrated into the chat experience and paid for on a consumption basis

IT Controls: Enterprise Data Protection and agent management

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One chat experience across all Copilot users



Web: M365copilot.com

App: Windows, iOS, Android

Get started from the [Microsoft 365 Copilot app](#)

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DP0 [@Daniel Vargas Gonzalez] - the toggle in the Chat view is for work- not web. I think this is not correct? Do you have another visual?

Dawn Pearse, 2025-01-13T22:45:36.214

DV0 0 We need a screen without toggle

Daniel Vargas Gonzalez, 2025-01-13T23:09:51.582

LOO

Flexible purchase and deployment options

● Included ● Included — Metered

		Microsoft 365 Copilot Chat	Microsoft 365 Copilot
		Free + Consumption	\$30 pupm
Chat	Copilot Chat – Web grounded (powered by GPT 4o)	●	●
	Copilot Chat – Work grounded (shared tenant Graph data, 3rd party data via Graph connectors, personal data)	●	●
	Copilot Pages	●	●
	File upload ¹	●	●
	Code Interpreter ²	●	●
	Image generation ³	●	●
Agents²	Create agents using Copilot Studio ³ , including SharePoint agents	●	●
	Discover and pin agents	●	●
	Use agents grounded on web data	●	●
	Use agents grounded on shared tenant Graph data and 3rd party data via Graph connectors	●	●
	Use agents that act independently using autonomous actions	●	●
Personal assistant	Access to personal Graph for additional context, personalization (e.g. Outlook, OneDrive, meeting transcripts)	●	●
	Copilot in Teams (Copilot in Meetings and Meeting Recap)	●	●
	Copilot in Outlook (Prioritize my inbox, message summaries, draft email)	●	●
	Copilot in Word (Document summaries, draft documents, commands)	●	●
	Copilot in Excel (Python, formula creation, commands)	●	●
	Copilot in PowerPoint (Narrative Builder, designer, draft slides, deck summaries)	●	●
	Copilot Actions	●	In preview
	Pre-built M365 agents (Interpreter, Facilitator, Project Manager, Employee Self-Service)	●	In preview
Copilot Control System	Enterprise Data Protection (EDP)	●	●
	IT management controls	●	●
	Agent management	●	●
	SharePoint Advanced Management	●	●
	Copilot Analytics to measure usage and adoption ⁴	●	●
	Pre-built reports and advanced analytics to measure ROI	●	●

1. Limits apply. 2. Applies to employee-facing agents only. 3. Learn more about the full capabilities of Copilot Studio [here](#). 4. Basic reporting in Microsoft Admin Center available for Copilot Chat.

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Activate Copilot Studio subscription to enable M365 Copilot Chat

New!

Copilot Studio usage burns “messages”

Messages is a measure of the time and effort required by Agent to provide a response to a single prompt

Burn rate parity across message pack and metered offering (Rate card in next slide)

Leverage your existing Azure commitments (MACC)

● Message packs

● Pay-as-you-go

<ul style="list-style-type: none"> ● Tenant-wide message packs ● 25,000 messages/month ● \$200 per pack/month 	<ul style="list-style-type: none"> ✓ New PAYG meter ✓ \$0.01/message ✓ Can decrement MACC
---	---

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Slide 41

LO0 FYI, [@Tiffany Ellis] , per Seth, we moved the detailed pricing slides to the appendix.

Leslie Overland, 2025-01-14T01:14:18.077

TE0 0 Thank you

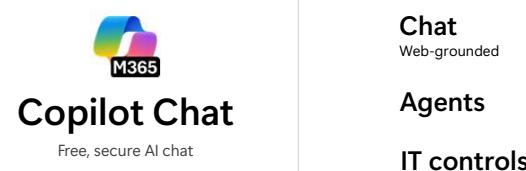
Tiffany Ellis, 2025-01-14T01:24:43.270

Utilization rates depend on type of agent and prompt

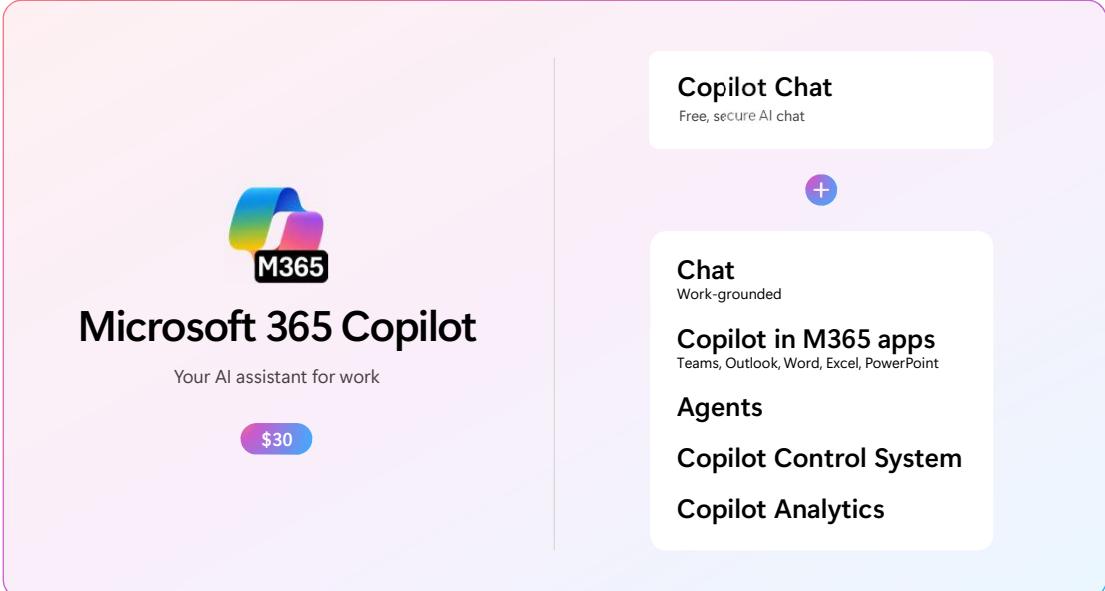
	M365 Copilot Users	All other scenarios
Classic answers Predefined responses manually authored by agent makers that are static unless manually updated, & used when a precise or controlled response is desired output	0	1 message
Generative answers Dynamically generated responses based on knowledge sources & context that provide flexible and natural interactions	0	2 messages
Tenant Graph grounding for messages Grounding for agents with relevant, secure, and up-to-date information from tenant-wide Graph, including external data synced into Microsoft Graph through Graph connectors	0	30 messages
Autonomous actions Generatively orchestrated triggers, topics, PowerPlatform connectors and Power Automate flows used to automate complex business processes	25 messages	25 messages

Each interaction with an agent could utilize multiple utilization rates simultaneously i.e. an agent grounded in Tenant Graph could use 32 messages (30 for the graph grounding and 2 for Generative Answer) to respond to a single complex prompt from the user

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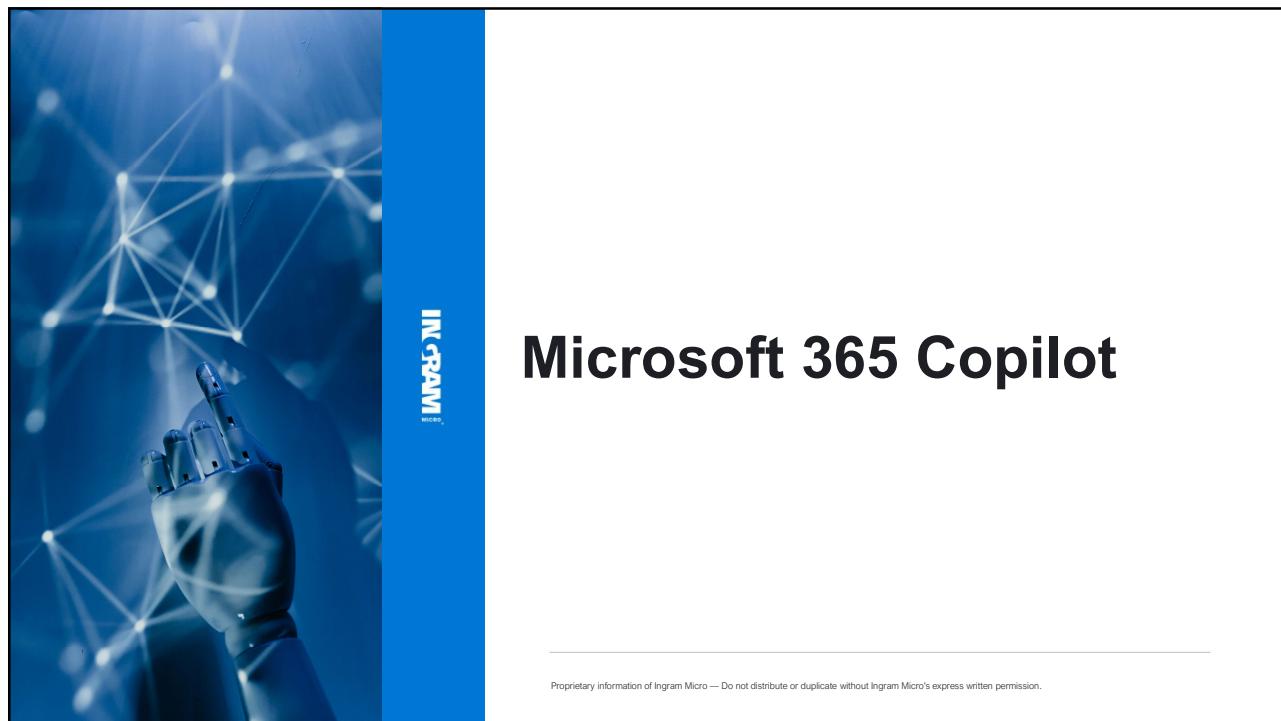


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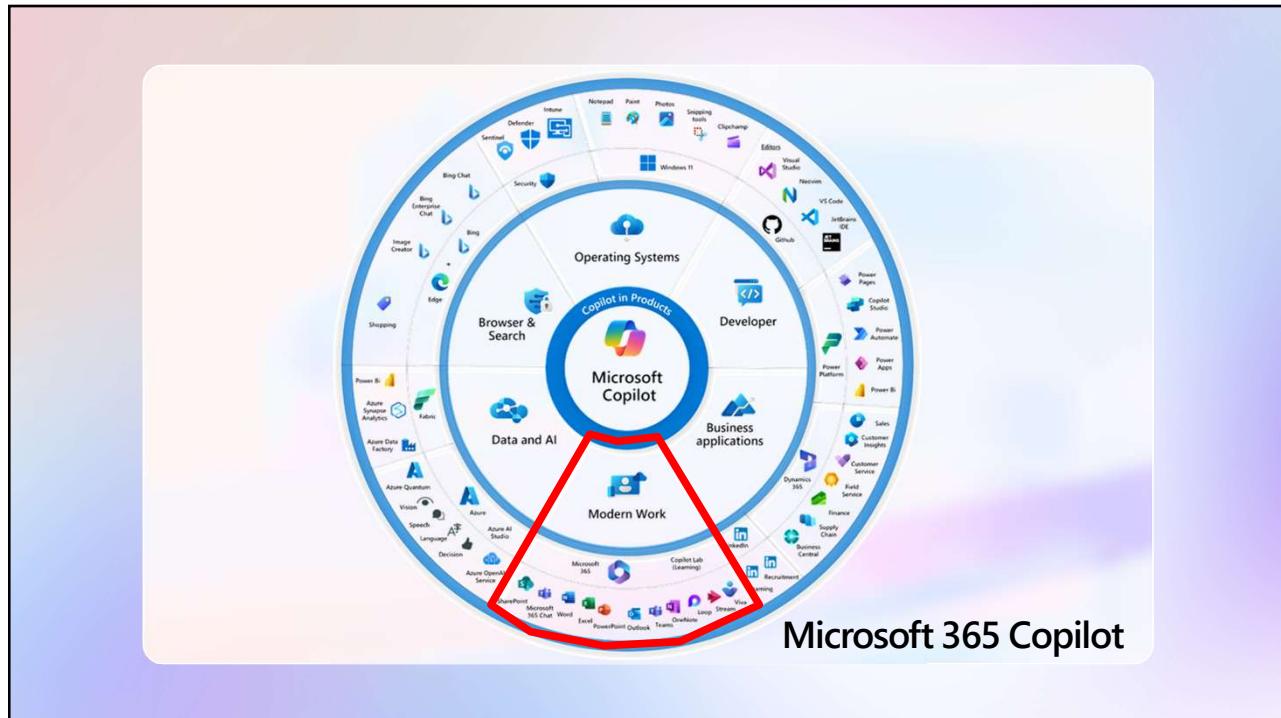
The image shows the Microsoft 365 Copilot landing page. It features a large 'M365' logo at the top left, followed by the text 'Microsoft 365 Copilot' and 'Your AI assistant for work'. A purple button labeled '\$30' is visible. To the right, a sidebar lists features: 'Copilot Chat' (Free, secure AI chat), 'Chat' (Work-grounded), 'Copilot in M365 apps' (Teams, Outlook, Word, Excel, PowerPoint), 'Agents', 'Copilot Control System', and 'Copilot Analytics'. A blue plus sign icon is located above the 'Chat' section.

45

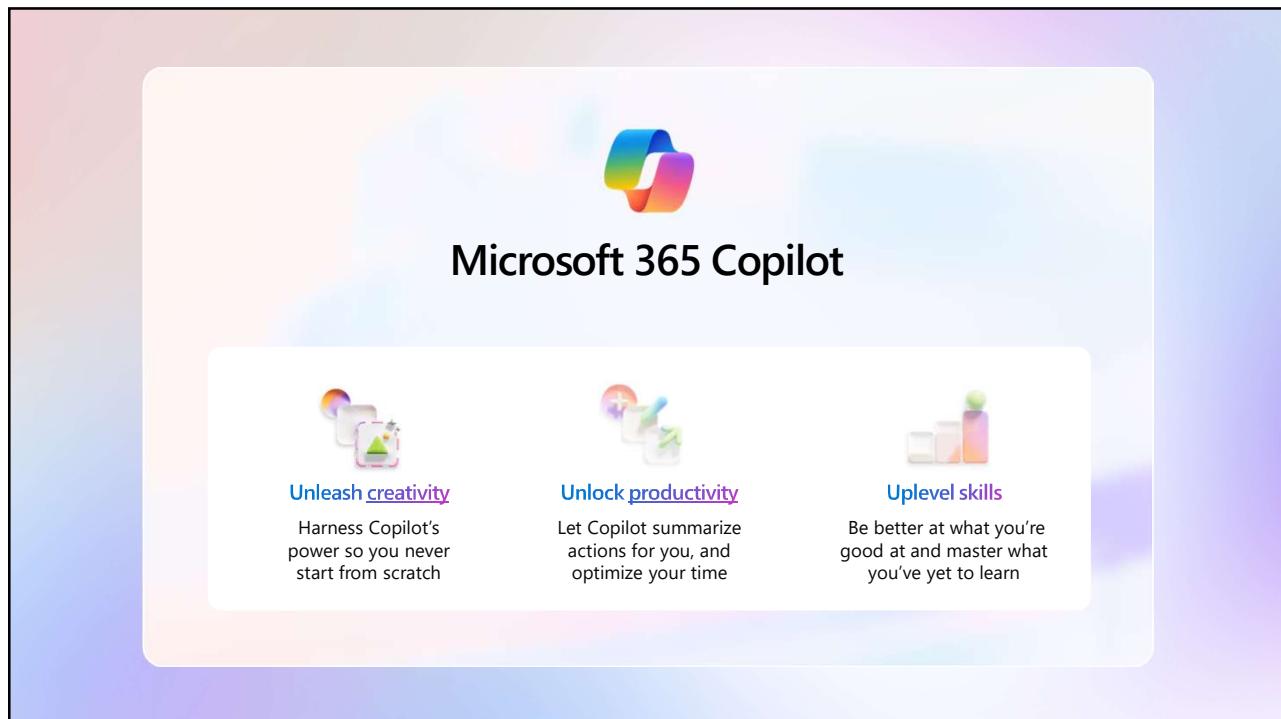


The image shows the Microsoft 365 Copilot landing page with an Ingram Micro watermark. The watermark is a blue vertical bar on the right side of the page, featuring the 'INGRAM' logo and the word 'micro' in smaller text. The main content of the page includes the Microsoft 365 Copilot logo, the text 'Your AI assistant for work', and a purple '\$30' button. The sidebar on the right lists the same features as the previous image: Copilot Chat, Chat, Copilot in M365 apps, Agents, Copilot Control System, and Copilot Analytics. A blue plus sign icon is also present. At the bottom of the page, there is a small line of text: 'Proprietary information of Ingram Micro — Do not distribute or duplicate without Ingram Micro's express written permission.'

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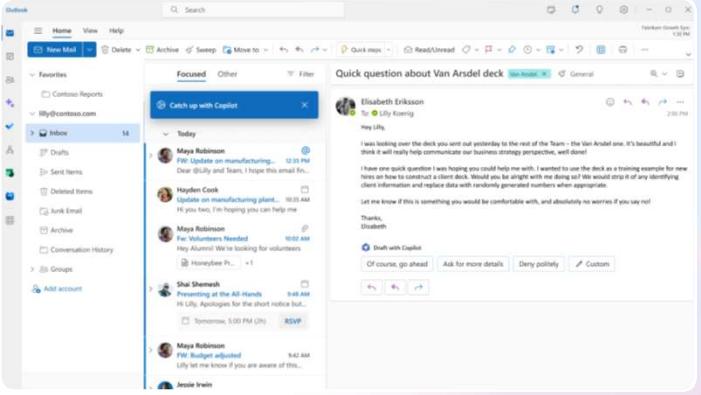
Review email inbox to find customer inquiries and supplier updates

Copilot in Outlook

Copilot works alongside to manage the daily inbox.

Business needs:

- Facilitate review of recent emails
- Flag important items; specifically, customer feedback and supplier concerns
- Draft customized responses to each inquiry. Further trim text and apply a professional tone.

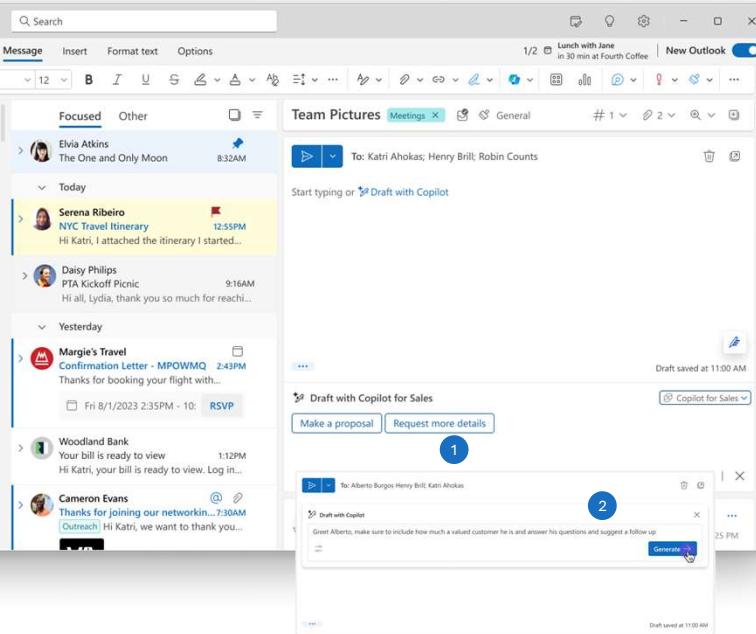


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Outlook Email Draft

Copilot for Sales generates customer replies using sales prompts, data, and insights

- 1 Suggested sales-specific email prompts
- 2 Email draft provided by Copilot for Microsoft 365 enriched with CRM information and sales insights like BANT (Budget, Authority, Needs, Timing) analysis, buying intent, and more



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Outlook Email Summary

Copilot for Sales helps sellers catch up on email in a snap

- 1 Email summary provided by Copilot for Microsoft 365 enriched with information for the CRM and key sales insights – Budget, Authority, Needs, Timing, buying intent and more
- 2 Email summary has a link to open Copilot for Sales sidebar
- 3 Sales-specific information about the customer
- 4 Links to recent deals related to this customer or account
- 5 Sales-specific suggested next actions
- 6 Related CRM records

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Intelligent recap in Copilot in Teams

Built-in and automated

Standardized

Video, speaker, and chapter markers

Available after meeting only

Intelligent recap

Copilot in Teams

On-demand

Based on unique prompts

Conversational interaction, with citations.

Available real-time (during and after meeting)

Use **built-in meeting summaries** and **ask any question** about the meeting

*Intelligent recap is also available in Teams Premium

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Create a proposal to update the store's website

Copilot in Word

Copilot helps write, edit, summarize, & create.

Business needs:

- Draft a two-page project proposal based on the data from customer feedback and sales
- Make the third paragraph more concise. Change the tone of the document to be more casual
- Create a one-page draft based on this rough outline

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Copilot for Microsoft 365 example

Copilot in PowerPoint

Copilot helps to create visually stunning presentations.

Business needs:

- Create a five-slide presentation based on a Word document, include relevant stock photos
- Consolidate that presentation into a three-slide summary
- Reformat three bullets into three columns, each with a photo

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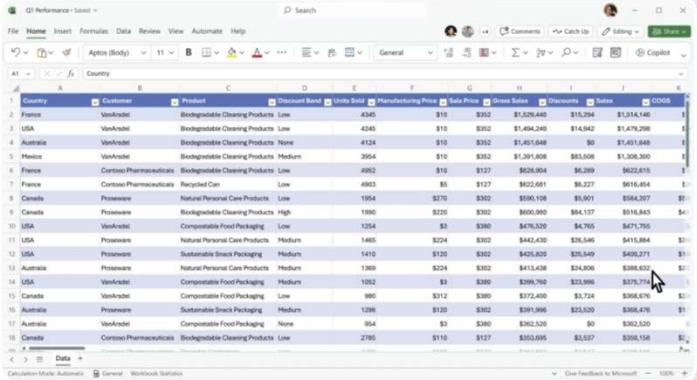
Provide comparison on online vs in-person sales

 Copilot in Excel

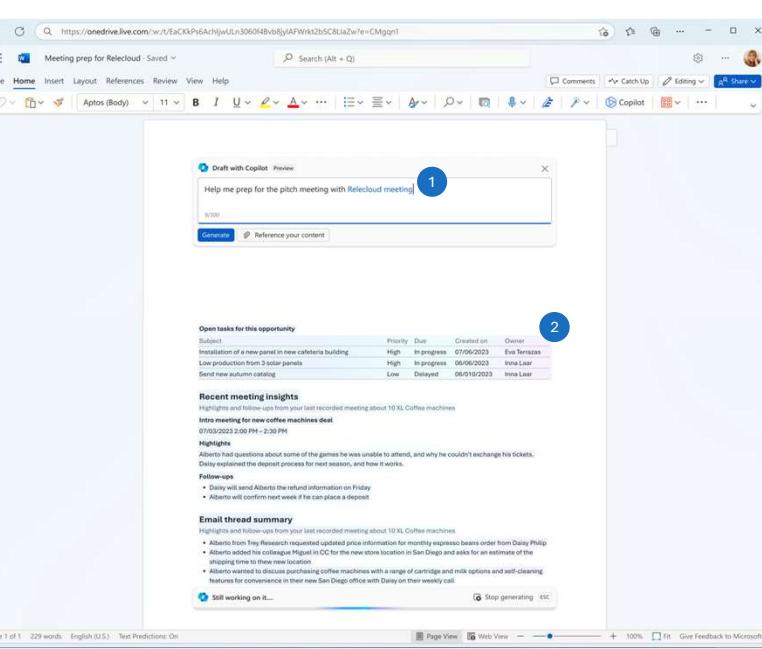
Copilot works alongside to analyze trends and create professional-looking data.

Business needs:

- Break down sales by type and channel
- Project the impact of increasing online inventory
- Reformat data into a visual chart to model how inventory shifts could impact the gross margin
- Create visual charts to share with the team



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Word Content Generation

Sales meeting preparation brief

Copilot for Sales helps sellers prepare for customer engagements

1 CRM records included directly into the content generation prompt

2 CRM insights and enrichment blended directly into the generated content

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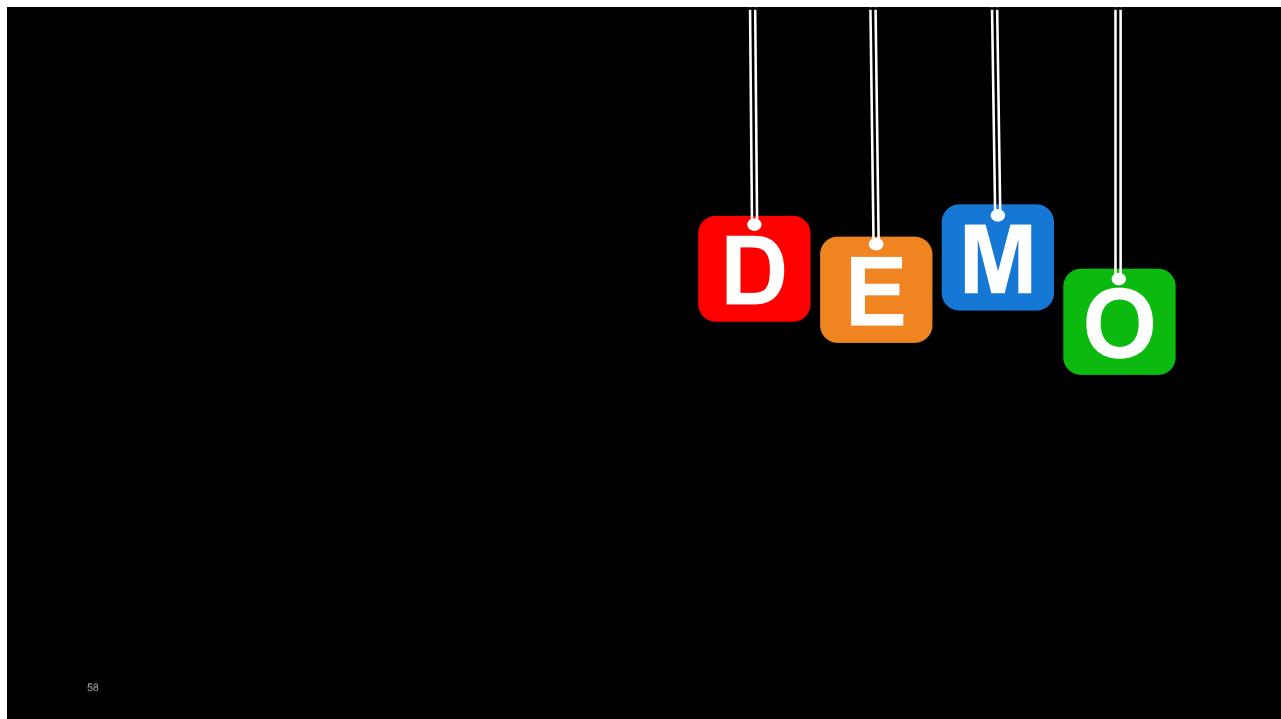
Teams In Meeting

During meetings, Copilot for Sales brings sellers real-time information and tips

1 Opportunity Summary
Opportunity summary surfaces summarizing previous action items, notes and other related CRM information

2 Real-time Brand/Competitor detection
When a brand name is mentioned, Copilot detects it and surfaces a SWOT analysis and overview of the brand from Bing's database

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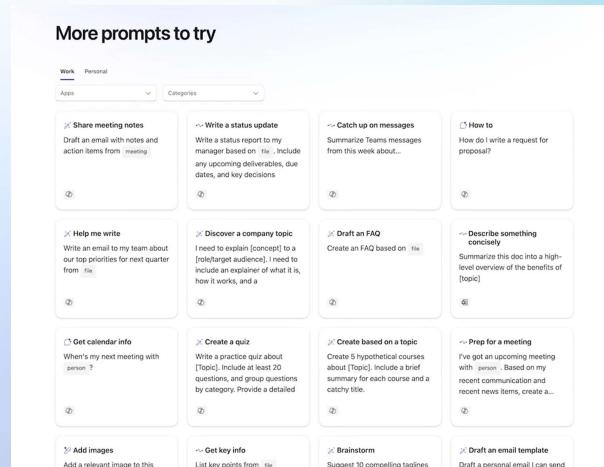
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Copilot Lab : Prompt Engineering

- A collection of prompts that can be used to explore and experiment with Copilot
- Learn the art and science of prompt Engineering in an easy way
- Provides latest information and resources
- Evolves and adapts as AI becomes more advanced

<https://aka.ms/CopilotLab>



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Microsoft 365 Copilot (Starting June 12, 2024)

- **\$30 / User / Month**
- **Available as add-on for:**
 - Microsoft 365 Apps for business
 - Microsoft 365 Apps for enterprise
 - Microsoft 365 Business Basic
 - Microsoft 365 Business Premium
 - Microsoft 365 Business Standard
 - Microsoft 365 F1/F3/E3/E5
 - Office 365 E1/E3/E5
 - Exchange Kiosk/Plan 1/Plan 2
 - SharePoint Plan 1/Plan 2
 - OneDrive for Business Plan 1/Plan 2
 - Microsoft Clipchamp
 - Microsoft Teams EEA/Enterprise/Essentials
 - Microsoft Planner Plan 1
 - Microsoft Project Plan 3/Plan 5/Online Essentials
 - Visio Plan 1/Plan 2
- <https://learn.microsoft.com/en-us/copilot/microsoft-365/microsoft-365-copilot-licensing>

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INGRAM

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What's included in Microsoft 365 Copilot ?

- Copilot in Word
- Copilot in PowerPoint
- Copilot in Outlook
- Copilot in Excel
- Copilot in OneNote (only available on Win32 desktops)
- Copilot in SharePoint
- Copilot in OneDrive
- Microsoft 365 Business Chat (find more below).
- Priority access to the latest models (such as OpenAI's GPT-4 Turbo)
- Image Creator from Microsoft Designer 100 boosts per day
- Copilot in Forms (not included in Copilot Pro, but included in Microsoft 365 Copilot)
- Copilot in Teams (not included in Copilot Pro, but included in Microsoft 365 Copilot)
- Copilot in Loop (not included in Copilot Pro, but included in Microsoft 365 Copilot)
- Copilot in Whiteboard (not included in Copilot Pro, but included in Microsoft 365 Copilot)
- Microsoft Copilot Studio: Build standalone copilots for Microsoft 365 Copilot

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Microsoft Promotions



Save 15% on
Copilot for Microsoft 365

Promotion summary

We launched the Getting Started with Copilot promotion in CSP on September 1, 2024. Through this offer, which is available through December 31, 2024, partners will receive 15 percent off the net partner price for all eligible customer transactions.

Duration

September 1, 2024 to December 31, 2024

Extended until
1st of April 2025

Geography

Worldwide

Promo type

New commerce experience, partner-led (CSP)

Products

Copilot for Microsoft 365

Discount percent and discount description

15 percent off annual subscriptions Billing availability: Prepaid (one year upfront)

Customer eligibility

N/A

Transaction limits

10-300 licenses

End customer value prop

Creating a Getting Started offer for Copilot provides customers with an easy way to begin their AI journey. Customers purchasing an offer with greater than 10 seats will also see value in a departmental pilot vs. individual pilots.

Partner value prop

This approach can inherently reduce your sales costs and speed up the sales cycle. Additionally, it bundles many of the same services partners are currently offering with an initial license purchase, enabling customers to find value more quickly.

This also presents an opportunity for you to extend additional services and licenses as customers look to grow and scale their rollout. Ultimately, this is a chance for you to accelerate the growth of both Copilot and your services revenue.

Next steps/Learn more

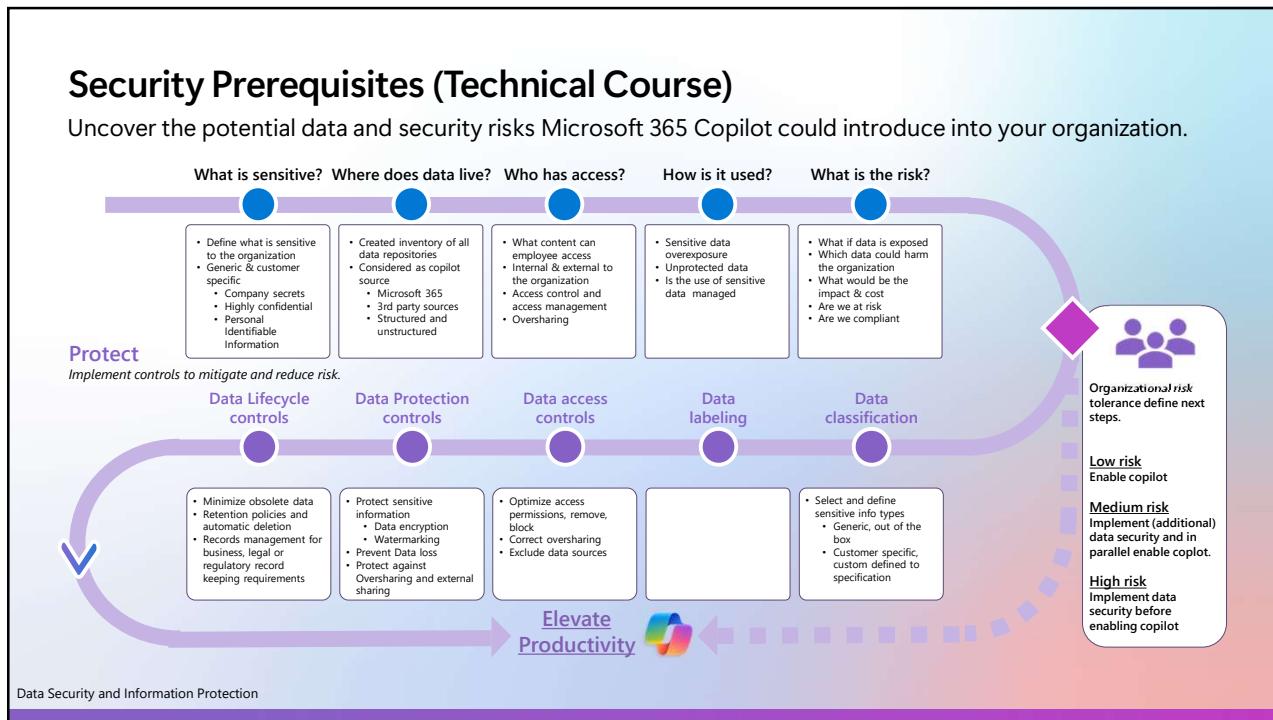
Review the [Offer FAQ](#) for additional details.

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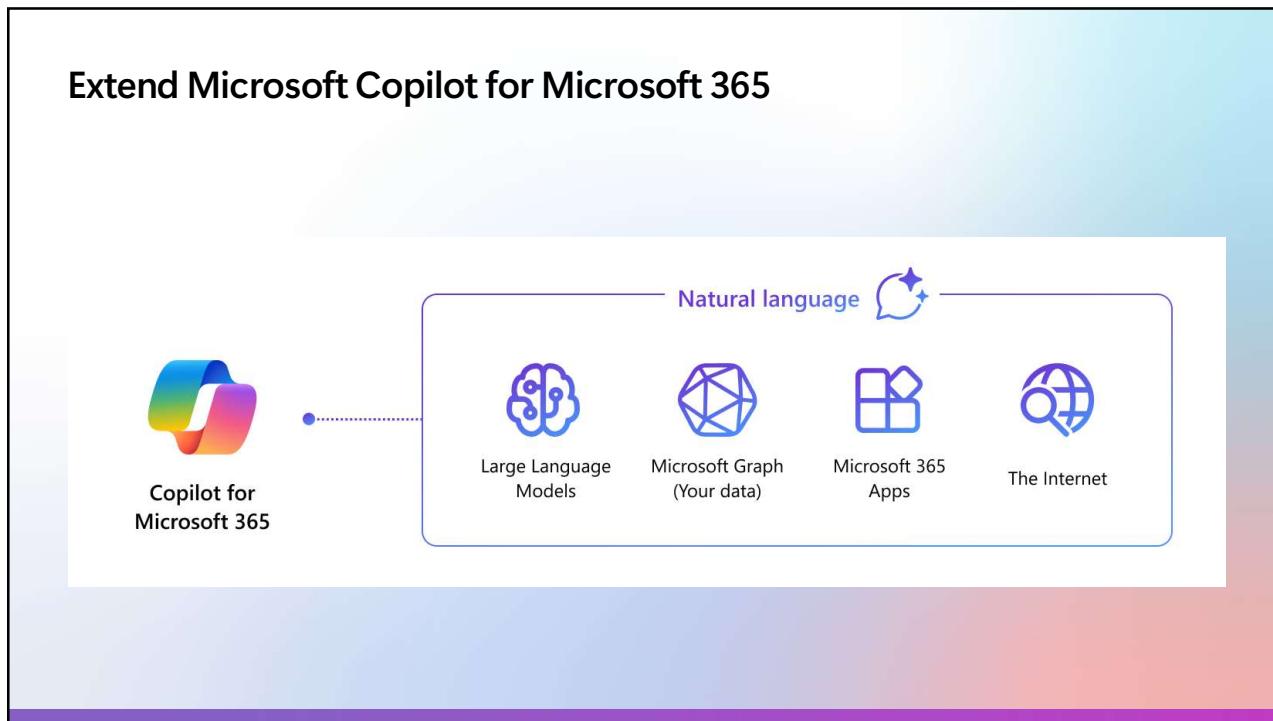
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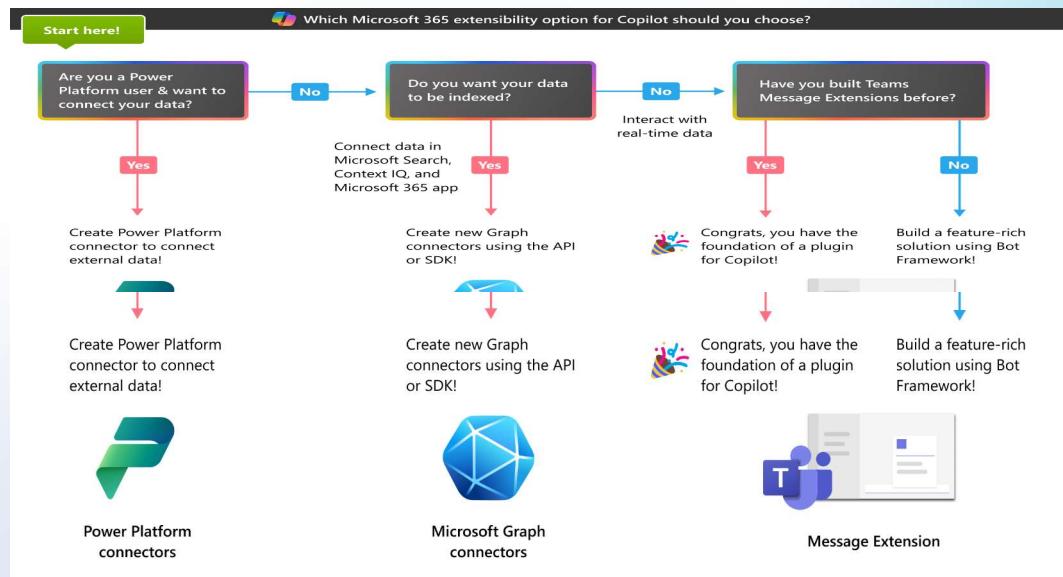


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Extensibility options flow for Microsoft 365 Copilot



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Microsoft Graph connector pricing

Connectors Are Free

All of the connectors by Microsoft are free. However, you need to have sufficient index quota to ingest content from those connectors.

What is 1 item of index quota?

Each entity (or record) from the source system that you add to Microsoft Graph.

1 document in file share, 1 wiki page in Confluence or 1 ticket in Jira

Entitlement with Copilot

Copilot for Microsoft 365 includes entitlement to 500 items of index quota per licensed user.

For a 50-user SMB, you would have entitlements to 25000 items

Note: purchase additional index quota and SMB relevance

Additional Quota can be acquired with a minimal of USD \$1000/month for a million items. For SMB's, you'd require special use cases to warrant this investment and therefore we recommend to first look at scenarios that can be met via license entitlement options.

Learn More: <https://learn.microsoft.com/en-us/microsoftsearch/licensing>

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Copilot Pro (Starting January 15, 2024)

- Only available for individuals / families (not in CSP)
- \$20/User/Month
- Add-on available on
 - Microsoft 365 Personal
 - Microsoft 365 Family

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Essentials for Copilot success

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The opportunity to
lead the AI transformation
is ours

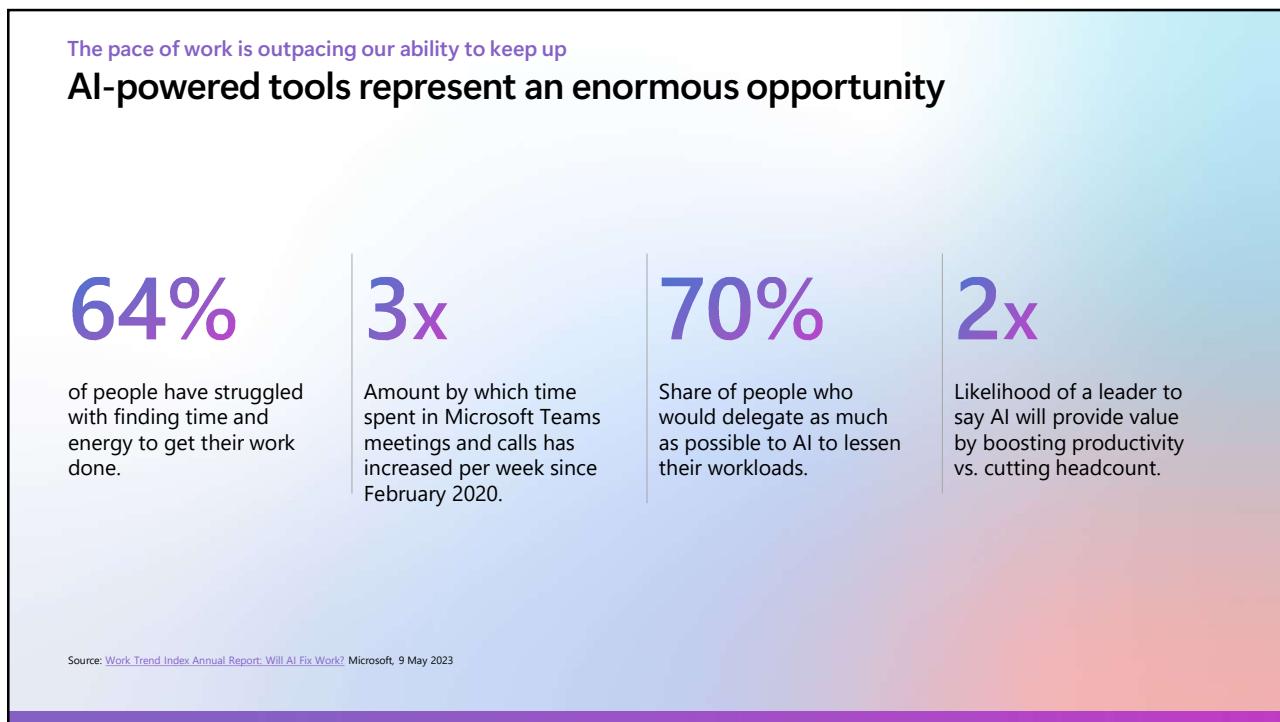
190M
addressable seats

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87% of organizations believe AI will
give them a **competitive edge**

Source: [MIT Sloan Management Review](#)

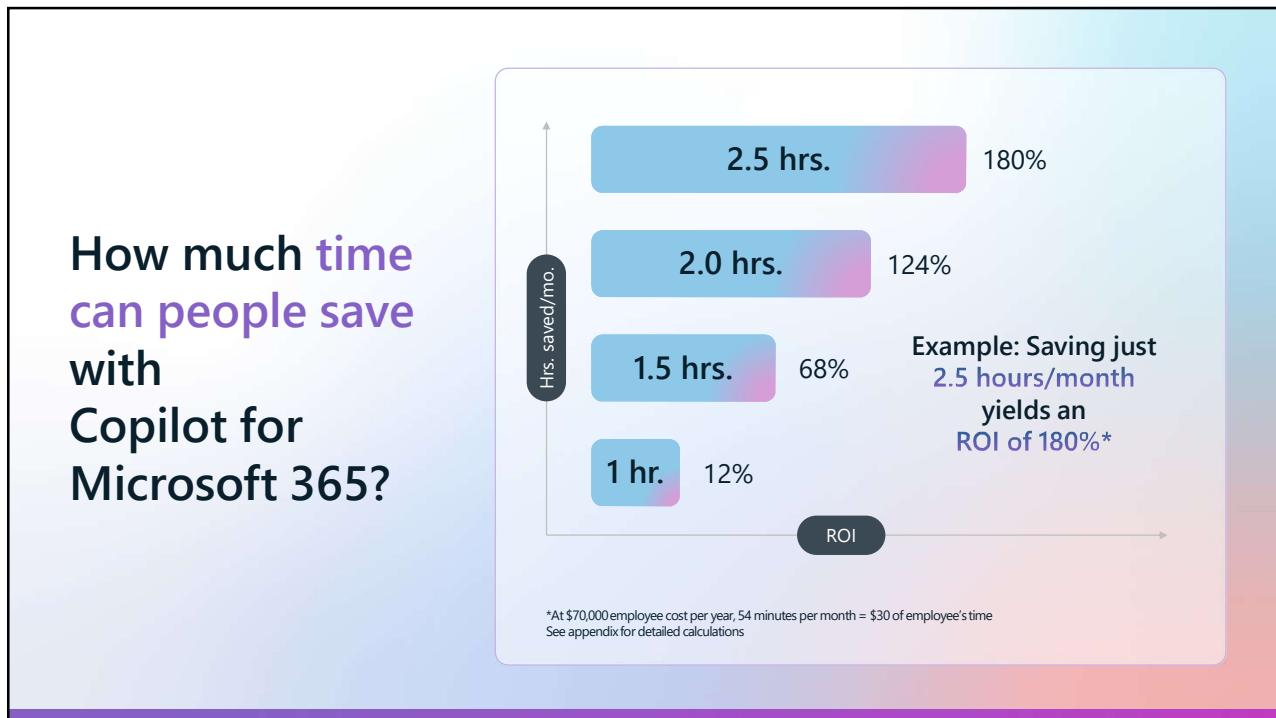
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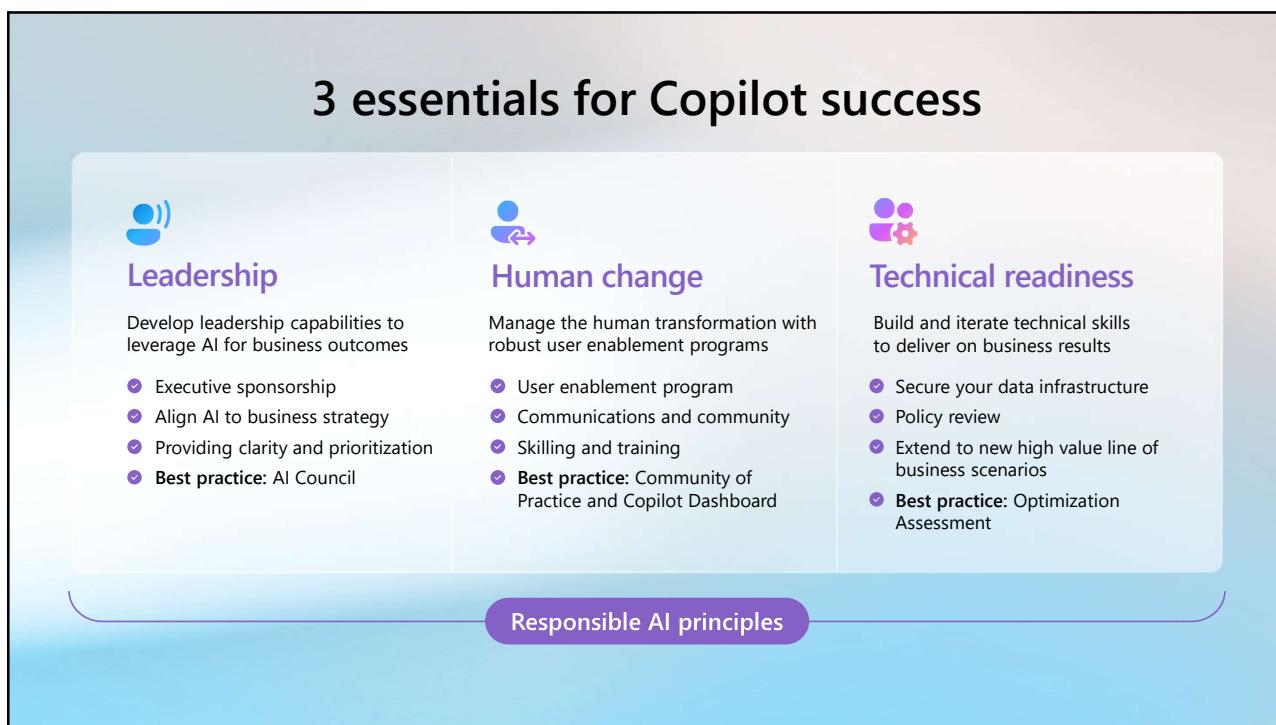
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Leadership

3 essentials for Copilot success

Leadership

Develop leadership capabilities to leverage AI for business outcomes

- ✓ Executive sponsorship
- ✓ Align AI to business strategy
- ✓ Providing clarity and prioritization
- ✓ **Best practice:** AI Council

Human change

Manage the human transformation with robust user enablement programs

- ✓ User enablement program
- ✓ Communications and community
- ✓ Skilling and training
- ✓ **Best practice:** Community of Practice and Copilot Dashboard

Technical readiness

Build and iterate technical skills to deliver on business results

- ✓ Secure your data infrastructure
- ✓ Policy review
- ✓ Extend to new high value line of business scenarios
- ✓ **Best practice:** Optimization Assessment

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Leadership

Secure executive sponsorship

Ensure they understand the ABCs:

- A** Active, visible, and consistent participation
- B** Build a coalition with their executive peers
- C** Communicate directly with employees to support landing the change

Executive Sponsors should:

- Help the project team identify and prioritize their top business needs.
- Encourage shared planning between user enablement and technical teams.
- Play a role in communicating the vision to leaders across the organization.
- Actively participate in and use Copilot to help drive and reinforce enablement.
- Promote the enablement program. Studies show engaged employees are **2.6x¹** more likely to fully support a successful AI transformation.

Executive Sponsors may:

- Lead or participate in the organizational AI Council.
- Have purchasing authority for licenses or services from supporting suppliers.
- Be directly accountable for Microsoft 365 or broader digital workplace initiatives.

¹*The state of AI change readiness eBook*, Microsoft Viva People Science

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Leadership

Create an AI Council

A cross-functional body unique to your needs

Oversees and guides the development, deployment and evaluation of AI capabilities

IT enablement team
Responsible for technical preparedness and rollout, providing onboarding support, as well as managing feedback and compliance.

Change management team
Bridge between the AI council and employees, helping to monitor adoption progress, gather feedback, and foster a collaborative environment.

Executive sponsor
Drives adoption and infuses confidence in the technology. Active champion that encourages integrating AI into day-to-day processes.

Risk management
Ensures compliance to AI regulations and ethical standards. Ensure organization's AI initiatives are transparent, accountable, and trustworthy.

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Leadership

Change Management Team

With Change Management
Higher likelihood of Copilot adoption and benefits realization.

Without Change Management
More challenging transition, fewer employees 'on board,' and more resistance. Longer time to benefits realization.

7x
More likely to meet or exceed project objectives when have excellent change management practices, compared to poor change management practices (Prosci, 2024)

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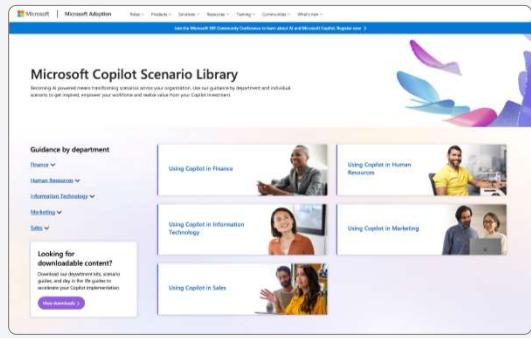
 Leadership

Identify initial high-value Copilot scenarios

 Copilot brings AI value across **lines of business**

Use the [Scenario Library](#) to identify top use cases and business metrics you would like to improve in that functional area.

Library PPT deck: <https://aka.ms/CopilotScenarioLibrarySlides>



All roles & execs

Improve meetings
Content creation
Manage daily agenda

HR

Cost per hire
Employee turnover
Compliance risk reduction

Marketing

Leads created
Brand value
Cost per lead

Operations

Customer retention
Product time to market
Supply chain efficiencies

IT

Outstanding support tickets
Application downtime
Departmental spending

Sales

Number of opportunities
Close rate
Revenue per sale

Finance

Accelerate cash flow
Spend on ERP system
Risk reduction

<https://aka.ms/Copilot/ScenarioLibrary>

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 Human change

3 essentials for Copilot success

 **Leadership**

Develop leadership capabilities to leverage AI for business outcomes

- ✓ Executive sponsorship
- ✓ Align AI to business strategy
- ✓ Providing clarity and prioritization
- ✓ Best practice: AI Council

 **Human change**

You are here

Manage the human transformation with robust user enablement programs

- ✓ User enablement program
- ✓ Communications and community
- ✓ Skilling and training
- ✓ **Best practice: Community of Practice and Copilot Dashboard**

 **Technical readiness**

Build and iterate technical skills to deliver on business results

- ✓ Secure your data infrastructure
- ✓ Policy review
- ✓ Extend to new high value line of business scenarios
- ✓ Best practice: Optimization Assessment

Responsible AI principles

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Human change

Microsoft 365 Copilot

Implementation executive summary

Copilot readiness checklist

1 Get ready

Select initial departments for rollout with the [Scenario Library](#). Target a critical mass of users for rapid impact.

- Identify your success team
- Be intentional with assignment and concentrate seats

2 Onboard & engage

Lay the foundation for an intelligent progression of AI skills with [Copilot Lab](#).

- Deploy Training and Champion programs, engagement community
- Make ongoing training the standard

3 Deliver impact

Review success measures with the [Copilot Dashboard](#) and the [User survey kit](#).

- Quantify of your investments and understand how employees are benefiting
- Build momentum with success stories and knowledge sharing

4 Extend & optimize

Extend to new scenarios and transform business processes.

- Identify new high value functional and line of business scenarios
- Recognize and reward success

Support continuous learning and optimization

MICROSOFT RESOURCES

[User Enablement Guide](#)

Prepare your organization and employees for AI transformation journey with the User Enablement Guide.

[Microsoft Unified](#)

Unified unlocks the greatest value from your investment.

[Copilot learning hub](#)

Build your skills across Microsoft Copilot with industry leading online training and certification programs.

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Human change

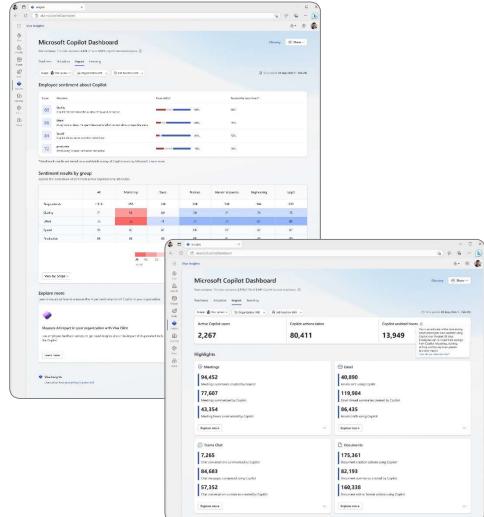
Deliver impact

Measure the impact of your Copilot investment

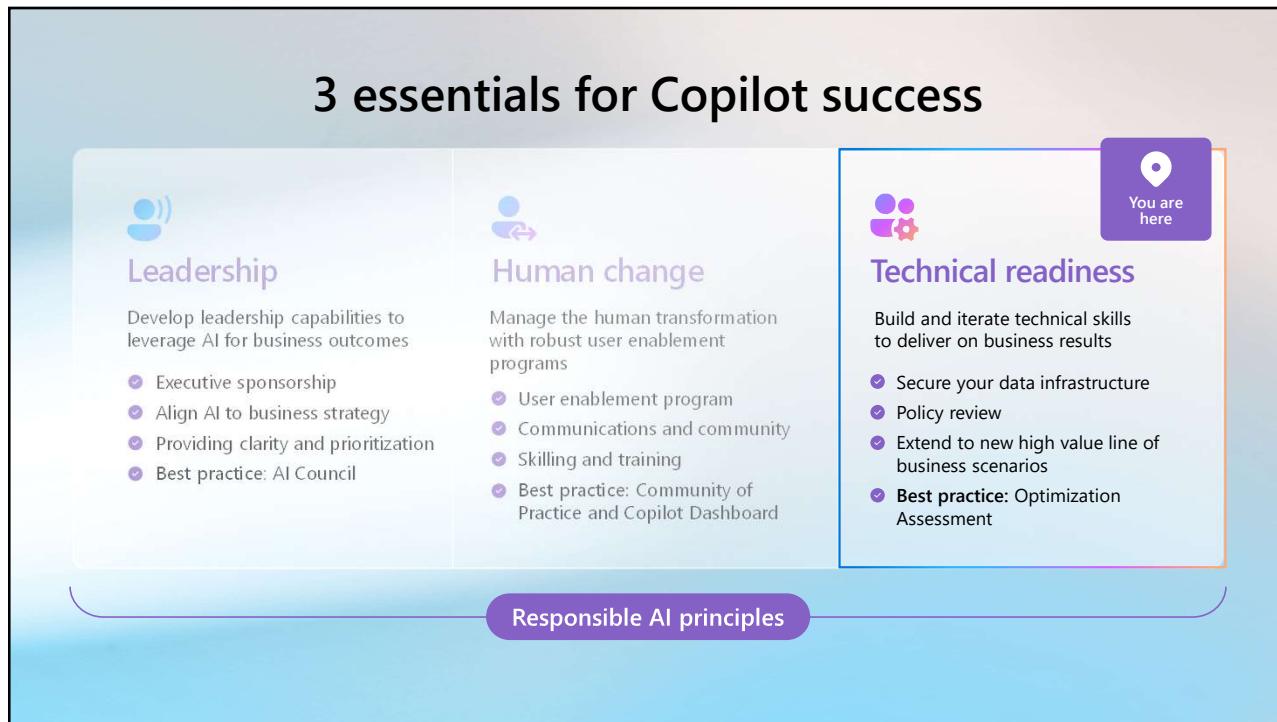
Copilot Dashboard

The Copilot Dashboard helps business and IT leaders prepare for their Copilot rollout, understand and drive usage and adoption, and measure the impact of their investments.

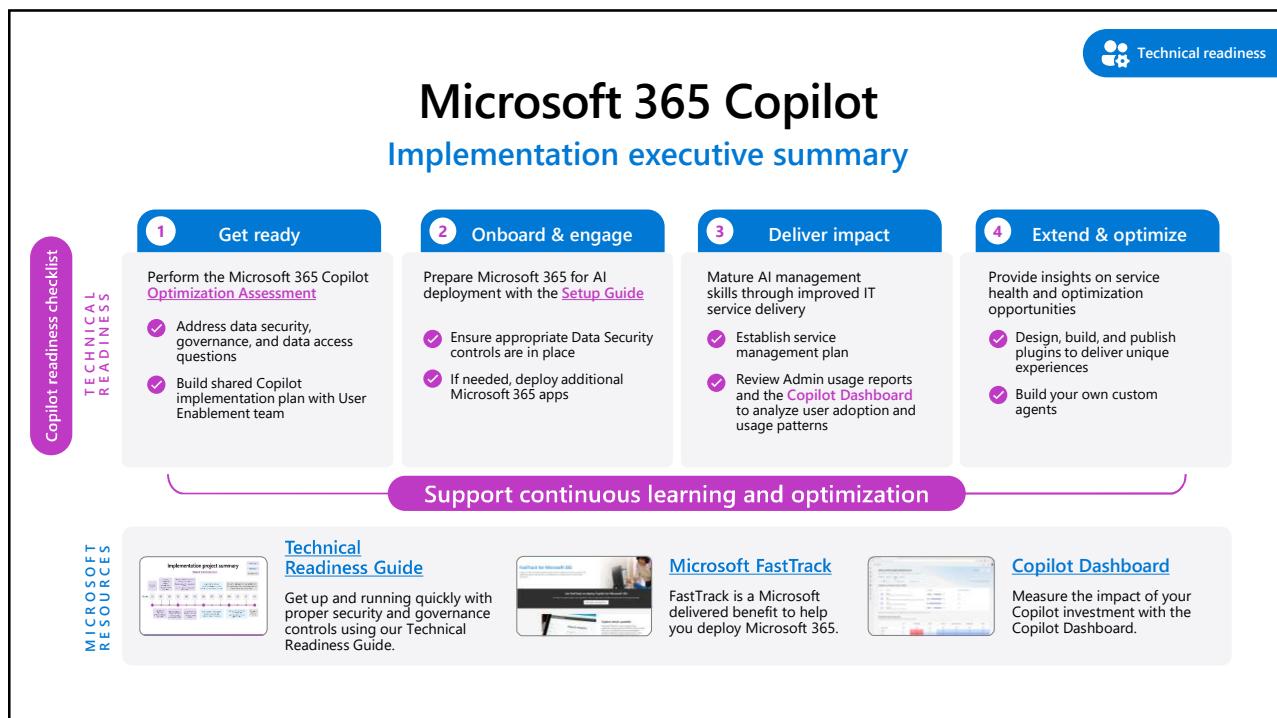
- Understand how employees are using Copilot to save time and augment their work.
- Compare adoption rates and usage across groups, organizations, and job functions.
- Make comparisons between Copilot user cohorts and between active users and non-Copilot users
- Gauge user sentiment benchmarked against industry research



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Get ready

Perform the Microsoft 365 Copilot Optimization Assessment

Optimization Assessment

The [assessment](#) is designed to understand your current licensing profile, your collaboration tools, sensitive data handling, and security controls implemented today in your organization, helping you identify a clear path to deploying Microsoft 365 Copilot. The assessment consists of 26 questions and takes about 30 minutes to complete.

- [Complete the Microsoft 365 Copilot Optimization Assessment](#)
- Understand current licensing
- Understand identity management
- Understand current collaboration tools
- Understand current data locations
- Uncover opportunities to implement data security measures and improve data security posture to optimize user experience with Microsoft 365 Copilot

Technical readiness

Microsoft Copilot for Microsoft 365 Optimization Assessment Results

Thank you for taking the time to complete the Copilot for Microsoft 365 Optimization Assessment. You've taken an important step to understand how far along your organization is in adopting AI. This report highlights the foundational elements you already have in place to help your organization prepare for its digital transformation journey and take full advantage of Copilot for Microsoft 365.

The answers you provided in the Copilot Optimization Assessment give us your Optimization Scores, which reflects your organization's potential ability to take advantage of Copilot for Microsoft 365 to help increase employee productivity and security posture.

Customer Baseline

Organizational Profile Readiness	90%	Productivity Tool Readiness	80%	Copilot for Microsoft 365 Deployment Path	Best in Class
19/16	16/20				

Your organizational readiness score relates to your ability to drive adoption of Copilot for Microsoft 365 through effective organizational sponsorship and awareness of the capabilities of generative AI solutions.

Productivity and collaboration are the backbone of Copilot for Microsoft 365. A high productivity score allows you to automate certain tasks and improve productivity to help employees focus on the work that matters most to your organization.

The Copilot deployment path is part of the overall technical readiness of your organization. It helps customers get started with their Copilot deployments quickly and confidently to optimize their data security along the way.

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Extend & optimize

Explore

Identify new high value scenarios

- ✓ Gather data from service health reviews
- ✓ Prioritize via AI Council and leadership engagement
- ✓ Skill/acquire talent for extensibility opportunities

Expand

Understand Copilot Studio capabilities

- ✓ Build, automate, and administer agents
- ✓ Select extensibility scenarios

Extend

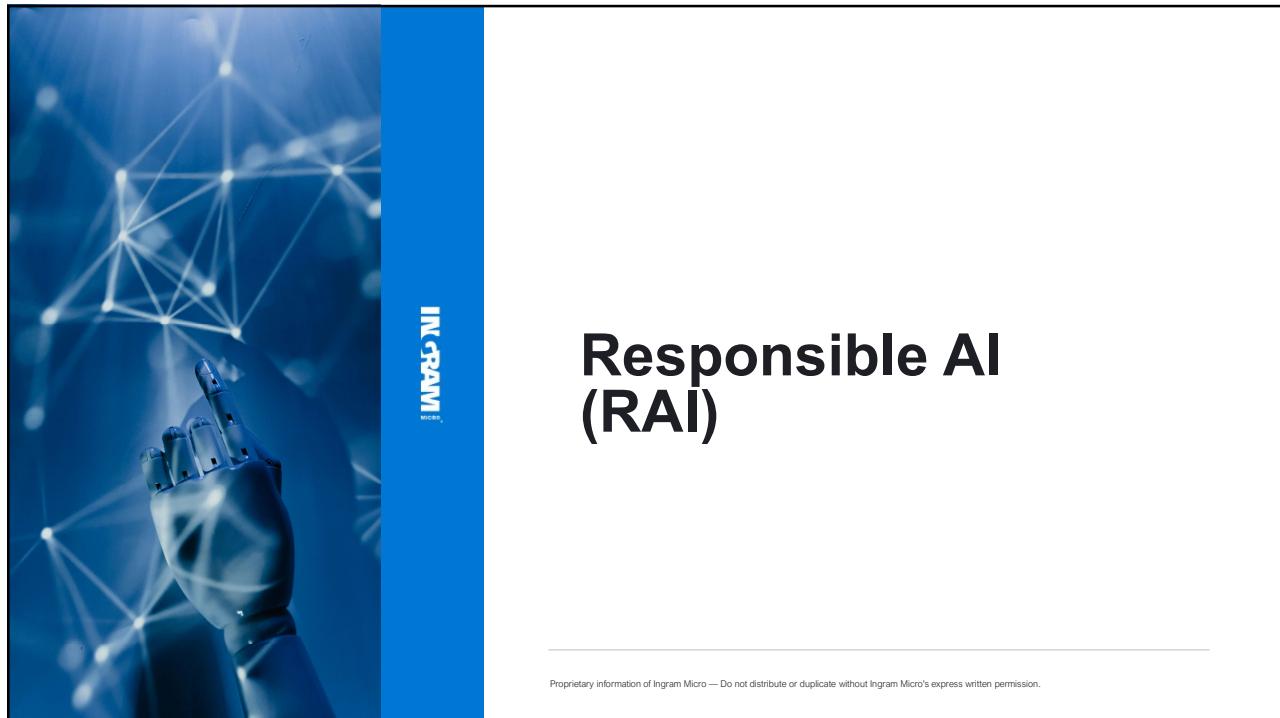
Scale Copilot users and skills

- ✓ Extend throughout organization
- ✓ Identify high value user cohorts for advanced skill building
- ✓ Optimize usage patterns

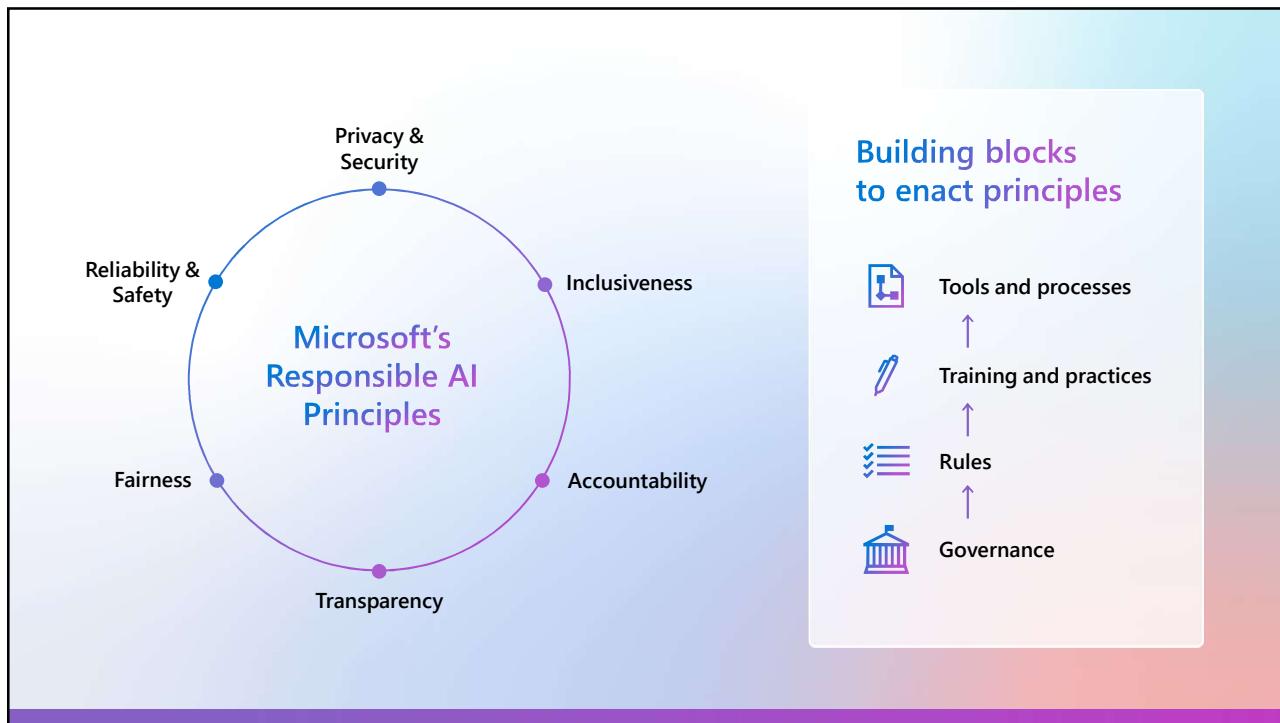
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Microsoft's Responsible AI Standard

Guidance for designing, developing, deploying, and using AI, which Microsoft's own engineering teams follow too



Identify

Identify and prioritize **potential harms** that could result from your AI system through iterative red-teaming, stress-testing, and analysis.



Measure

Measure the frequency and severity of those harms by establishing clear metrics, creating measurement test sets, and completing iterative, systematic testing (both manual and automated).



Mitigate

Mitigate harms by implementing tools and strategies such as prompt engineering and using our content filters. Repeat measurement to test effectiveness after implementing mitigations.



Operate

Define and execute a deployment and operational readiness plan.

Review our [Responsible AI practices](#) to learn more

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Privacy in Copilot for Microsoft 365



Copilot inherits your Microsoft 365 policies and commitments



Copilot for Microsoft 365 doesn't train with customer content



Data in different geographies is stored and processed in compliance with GDPR and other Privacy relevant Laws



Microsoft commitments to its customers about the GDPR

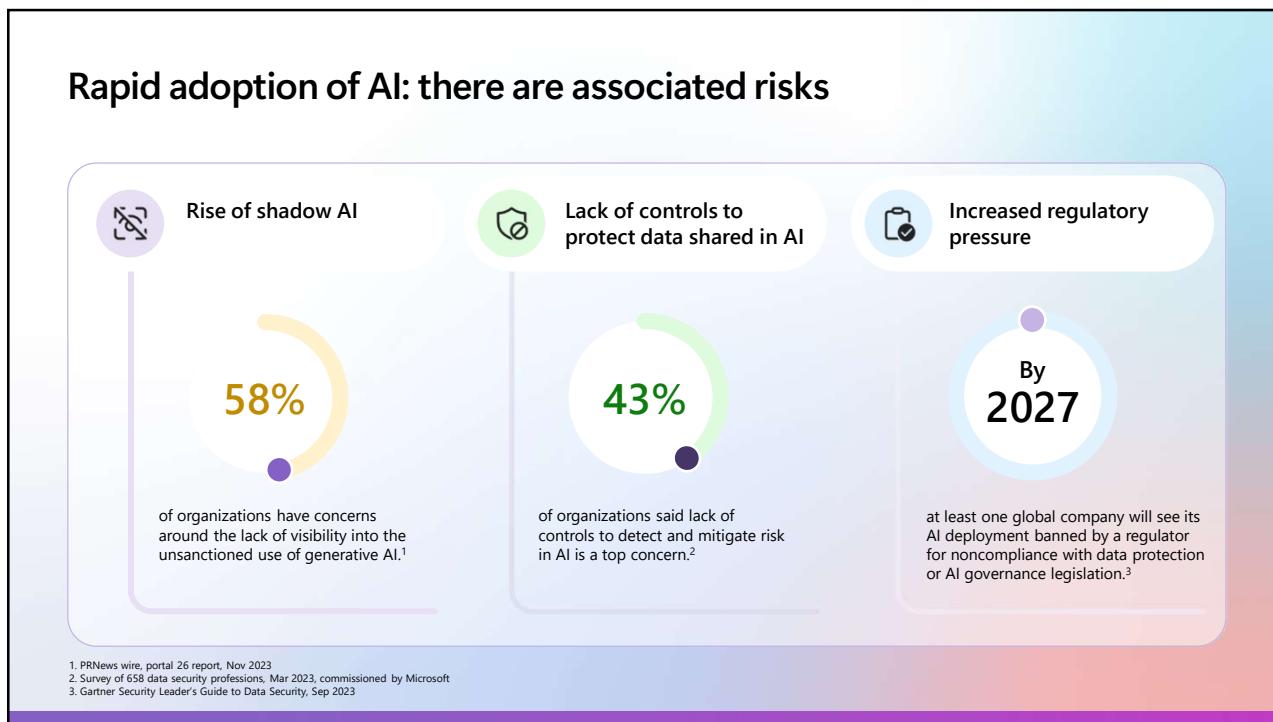
[Full summary](#)
[Short summary](#)

[Privacy at Microsoft](#)

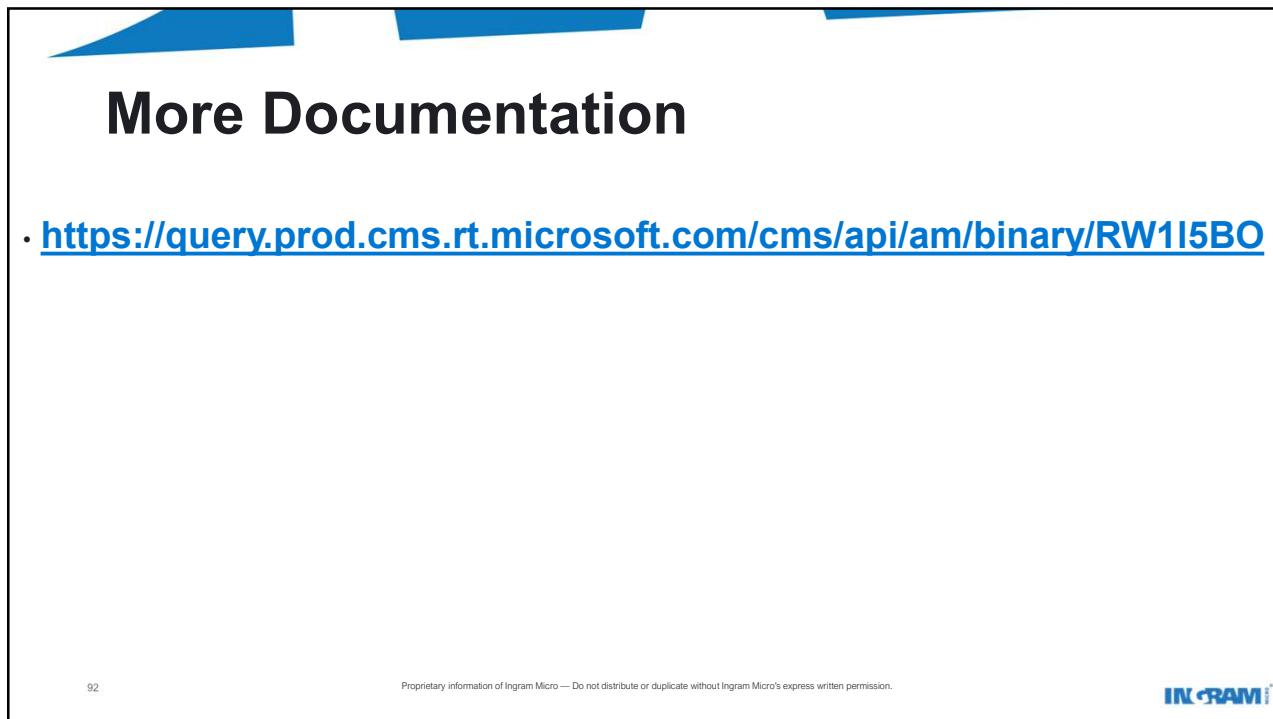
[Microsoft Privacy Statement](#)

[Microsoft Trust Center for data protection and privacy](#)

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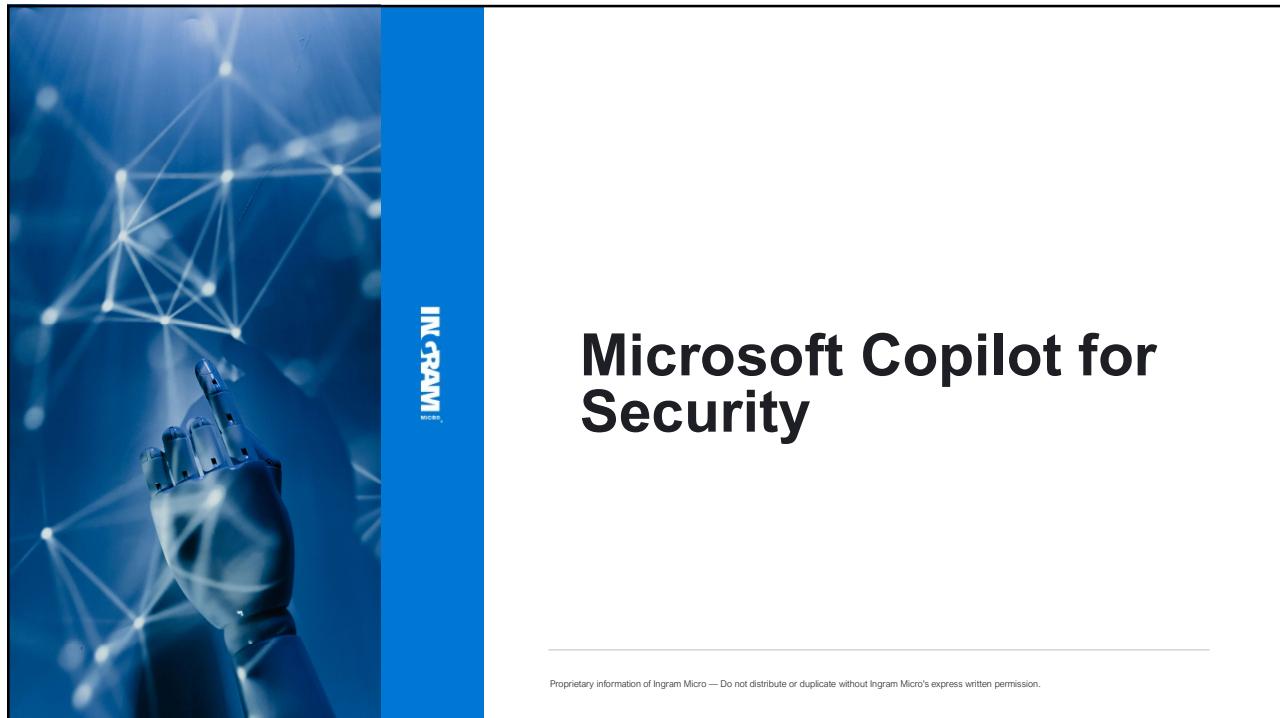


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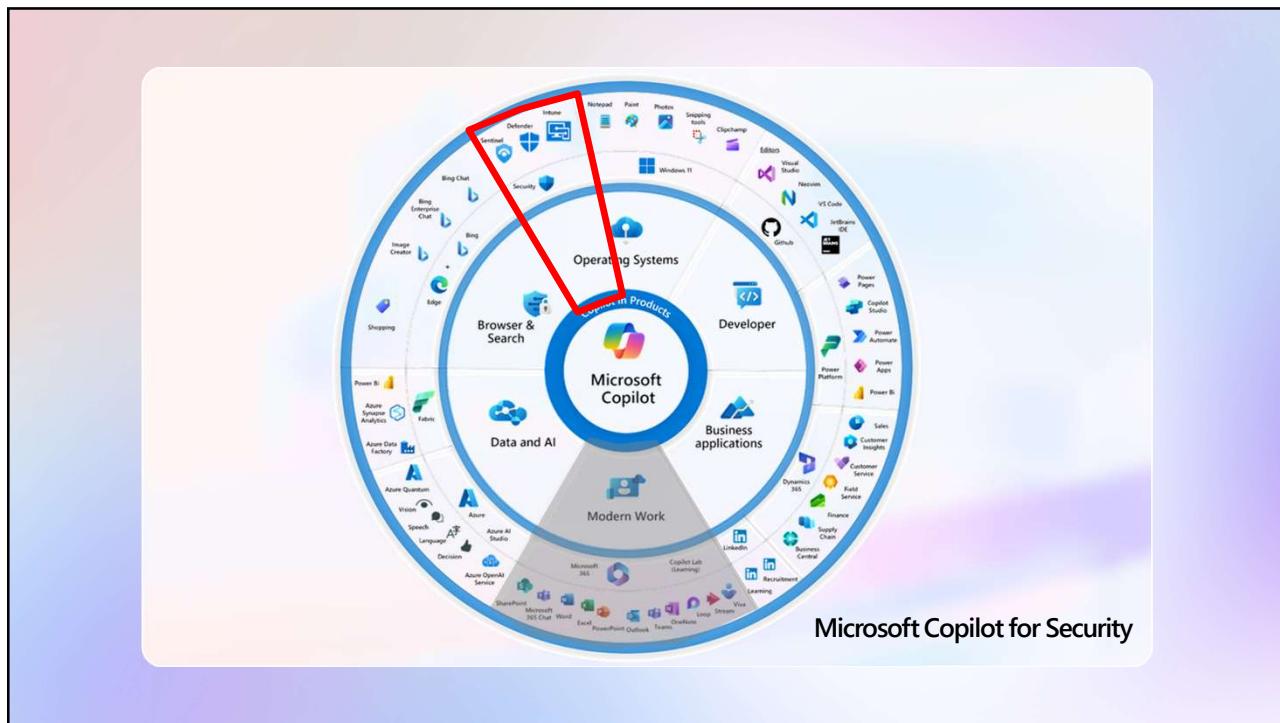


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Microsoft Copilot for Security

Impact and Efficiency

Security posture management
Discover whether your organization is susceptible to known vulnerabilities and exploits. Prioritize risks and address vulnerabilities with guided recommendations.

Security reporting
Summarize any event, incident, or threat in seconds and prepare the information in a ready-to-share, customizable report for your desired audience

Augment team expertise
Elevate teams' proficiency as analysts and admins are empowered to perform more advanced capabilities so expert team members can be redirected to the hardest challenges.

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How it works?

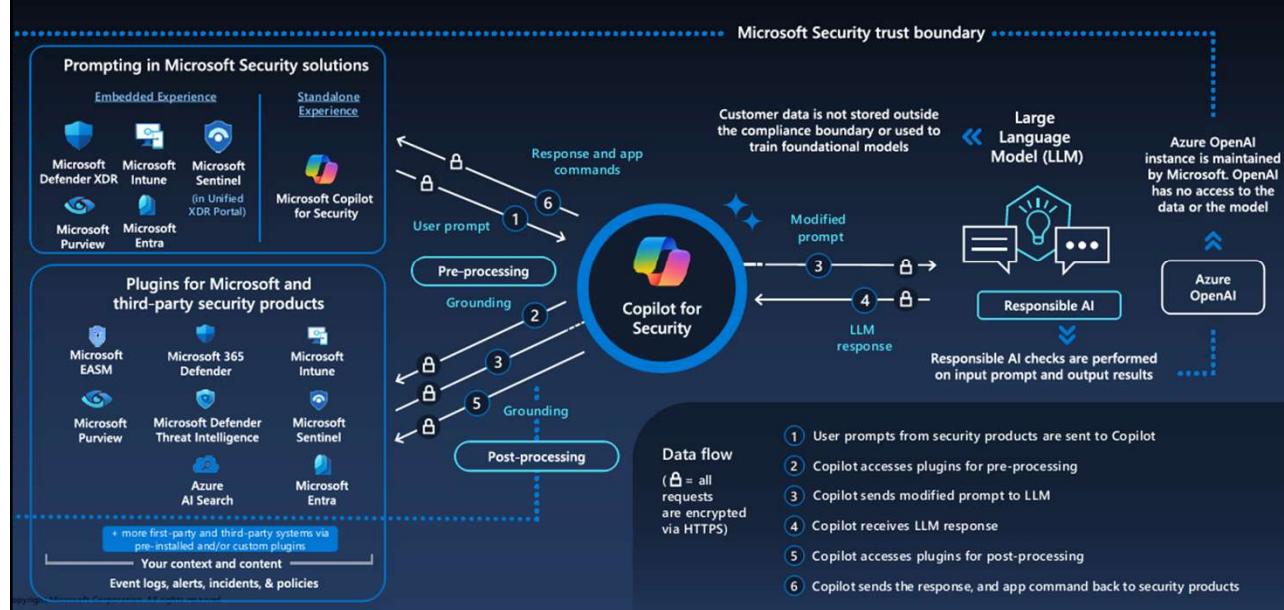


- User prompts from security products are sent to Copilot for Security.
- Copilot for Security then pre-processes the input prompt through an approach called grounding, which improves the specificity of the prompt, to help you get answers that are relevant and actionable to your prompt. Copilot for Security accesses plugins for pre-processing, then sends the modified prompt to the language model.
- Copilot for Security takes the response from the language model and post-processes it. This post-processing includes accessing plugins to gain contextualized information.
- Copilot for Security returns the response, where the user can review and assess the response.

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Architecture – data flow for Copilot for Security



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Pricing and Cost Management

Pricing

- Consumption-based Model
- Customers will be billed monthly for the number of SCUs provisioned per hour
- Security compute units (SCU) are the required units of resources needed for dependable, consistent performance of Microsoft Copilot for Security.
- Capacity in the context of Copilot for Security, is an Azure resource that contains SCUs.

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Cost Estimate

- Monthly bill = (SCUs/hour) x (hourly SCU price)

SKU	Price per hour
Provisioned in US East	\$4

- Example:
 - ❖ A customer is using 3 SCUs per hour for 24 hours a day 365 days a year, their:
 - Monthly bill = $3 \times 4 \times 730 = \$8,760$
 - Yearly bill = $\$105,120$

[!The bill will change if customers change provisioned SCUs]
- Calculator:
 - ❖ [Azure Pricing Calculator](#)

Cost Management

- Managing Cost:
 - ❖ Capacity is managed by increasing or decreasing provisioned SCUs within the Azure portal or the Copilot for Security portal.
 - ❖ Proper and system-targeted prompting has significant cost-saving results
- Monitoring Consumption:
 - ❖ Copilot owners can view the usage over time within the Microsoft Copilot for Security product using an in-product usage dashboard.
- Customer Bill:
 - ❖ Service Family: Security, Service name: Copilot for Security, SKU name: Provisioned
 - ❖ EA invoice will look like: Az Copilot for Security-Provisioned-Security Compute Unit-10/Hour-US East
 - ❖ Customers can also view their bill using Azure Cost Management

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Copilot for Security Licensing

- **Option 1 : Provision capacity through Copilot for Security**
 - <https://securitycopilot.Microsoft.com>
 - Secure Compute Units (SCU)
 - Minimum 1 SCU per Hour
 - Maximum 100 SCU per Hour
 - \$4 per Unit
 - Minimum \$2880/month ($\$4 \times 24 \text{ hours} \times 30 \text{ days}$)
 - Billing begins as soon as capacity is created (even if SCU is not attached to an environment)
- **Option 2 : Provision capacity in Azure**
 - <https://portal.azure.com>

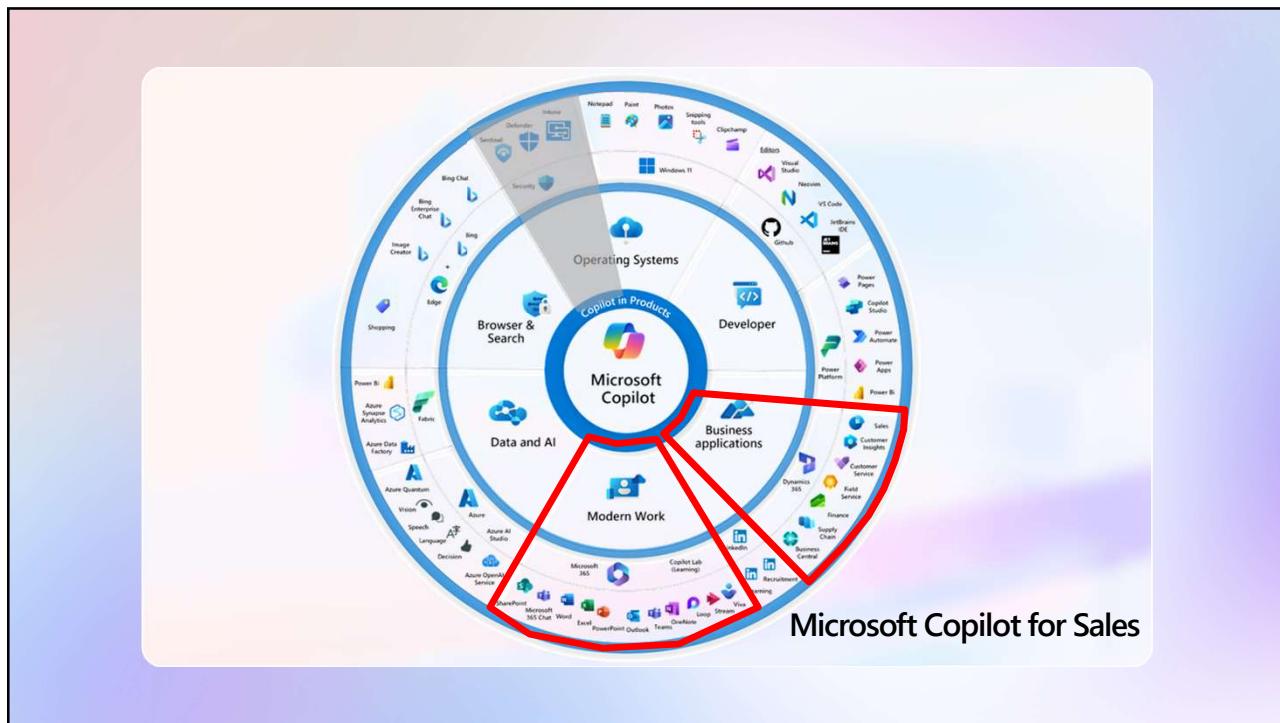
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Microsoft 365 Copilot for Sales

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Microsoft Copilot for Sales prerequisites

Microsoft 365 E3, E5

Microsoft 365 Business Standard, Business Premium

Office 365 E3, E5

Microsoft Copilot for Sales = Microsoft 365 Copilot + Microsoft 365 Copilot Sales agent

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Microsoft 365 Copilot for Sales pricing

Microsoft 365 Copilot for Sales

\$50.00

user/month

(Annual commitment)¹

Copilot for Sales brings together Microsoft 365 Copilot with a role-based agent that connects with your CRM platform to bring sales insights and generative AI into the flow of work.

- ⦿ Works with Salesforce Sales Cloud and Microsoft Dynamics 365 Sales and can be configured to connect to other sales solutions.
- ⦿ Includes Microsoft 365 Copilot and Microsoft Copilot sales agent.*

A product license for Microsoft 365 E3, E5, Business Standard, or Business Premium, or Office 365 E3 or E5, or a version of these suites that does not include Microsoft Teams, will be required to purchase Copilot for Sales.

*Customers who already have Microsoft 365 Copilot can add the Microsoft 365 Copilot sales agent for an additional \$20 per user per month (annual commitment).¹ Dynamics 365 Sales Premium customers will need to pay \$30 per user per month (annual commitment)¹ for Microsoft 365 Copilot to get the full Copilot for Sales experience.

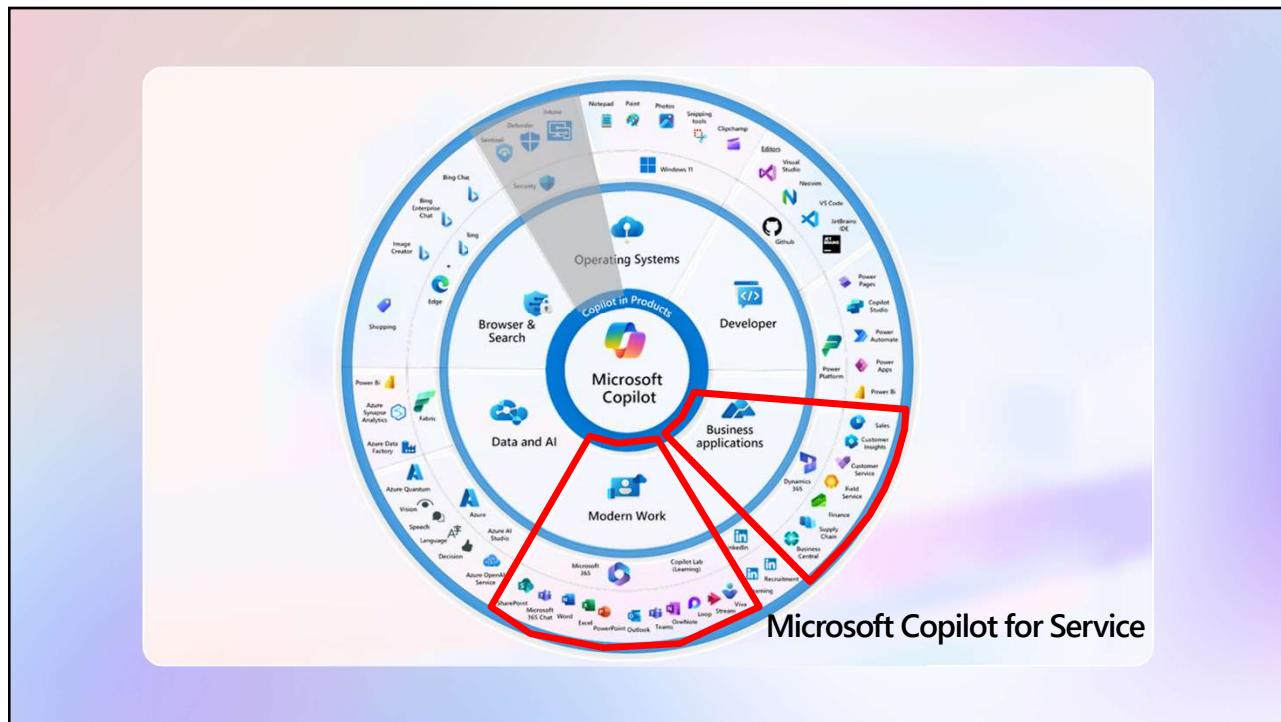
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Microsoft 365 Copilot for Service

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Microsoft Copilot for Service prerequisites

Microsoft 365 E3, E5

Microsoft 365 Business Standard, Business Premium

Office 365 E3, E5

Microsoft Copilot for Service = Microsoft 365 Copilot + Microsoft 365 Copilot Service agent

Integration with CRM systems :

- Salesforce
- ServiceNow
- Zendesk

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Licensing details for Dynamics 365 Customer Service and Copilot for Service

D365 Customer Service Enterprise ¹	Microsoft Copilot for Service	Capabilities	GA	Where experiences surface
\$95	\$50	Core CRM/CEC capabilities <ul style="list-style-type: none"> Case management, knowledge management, intelligent routing of records, reporting and analytics 	Available now	
		Copilot experiences in Dynamics 365 Customer Service <ul style="list-style-type: none"> Case summary, multi-turn Q&A, draft an email, out-of-the-box knowledge integration 	Available now	Dynamics 365 Customer Service
		Copilot experiences in Dynamics 365 Customer Service <ul style="list-style-type: none"> Multiturn chat auto prompting 	July 2024	
1		Copilot experiences in Dynamics 365 Customer Service with Omnichannel <ul style="list-style-type: none"> Conversation summary, sentiment analysis 	Available now	
		Copilot experiences in third-party agent desktops <ul style="list-style-type: none"> Copilot embedded in Salesforce and/or other agent desktops Context aware Copilot embedded in Salesforce and/or other agent desktops 	February 2024 July 2024	CRM
		Pre-built integrations with knowledge sources <ul style="list-style-type: none"> Out-of-the-box integrations with CRM systems (e.g., Salesforce, ServiceNow, Zendesk), websites, SharePoint, and offline files 	February 2024	
2,3		Copilot for Microsoft 365 <ul style="list-style-type: none"> Microsoft 365 App Copilots, Copilot Studio, Microsoft Graph, etc. 	Available now	Copilot for Microsoft 365 (\$30)
3		Outlook integrated experiences <ul style="list-style-type: none"> Email summary and drafting enriched with CRM data, view/edit CRM records (contacts, cases), case summary Schedule a meeting based on email context, meeting prep, create new case 	April 2024 July 2024	Outlook
3		Teams integrated experiences <ul style="list-style-type: none"> View/edit CRM records (contacts, cases, accounts), case summary Meeting recap (including suggested notes and creating CRM tasks) Meeting prep 	April 2024 March 2024 July 2024	Teams
3		Microsoft 365 Chat integration experiences <ul style="list-style-type: none"> Plugins to ask questions, summarize CRM entities such as case, reason over knowledge 	April 2024	Microsoft 365 Chat

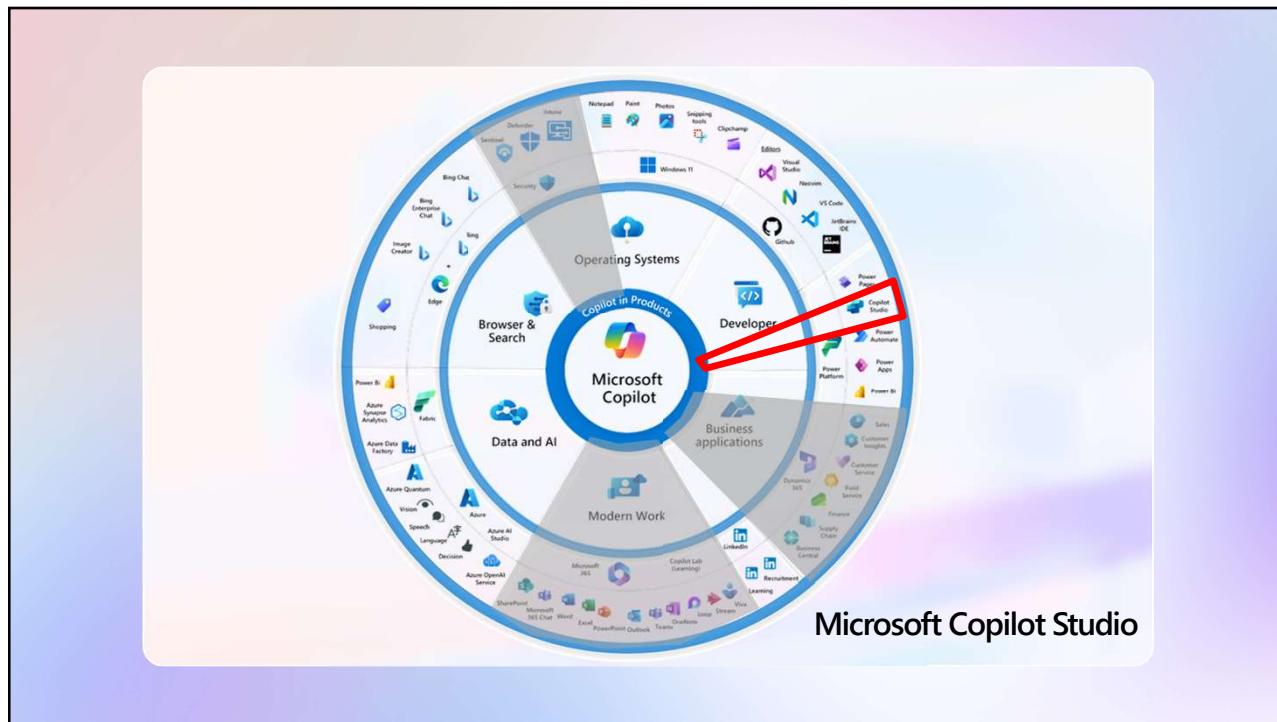
Standard 12-month Copilot license included for Microsoft 365 Business Premium. Only available for purchases of Copilot for Microsoft 365.

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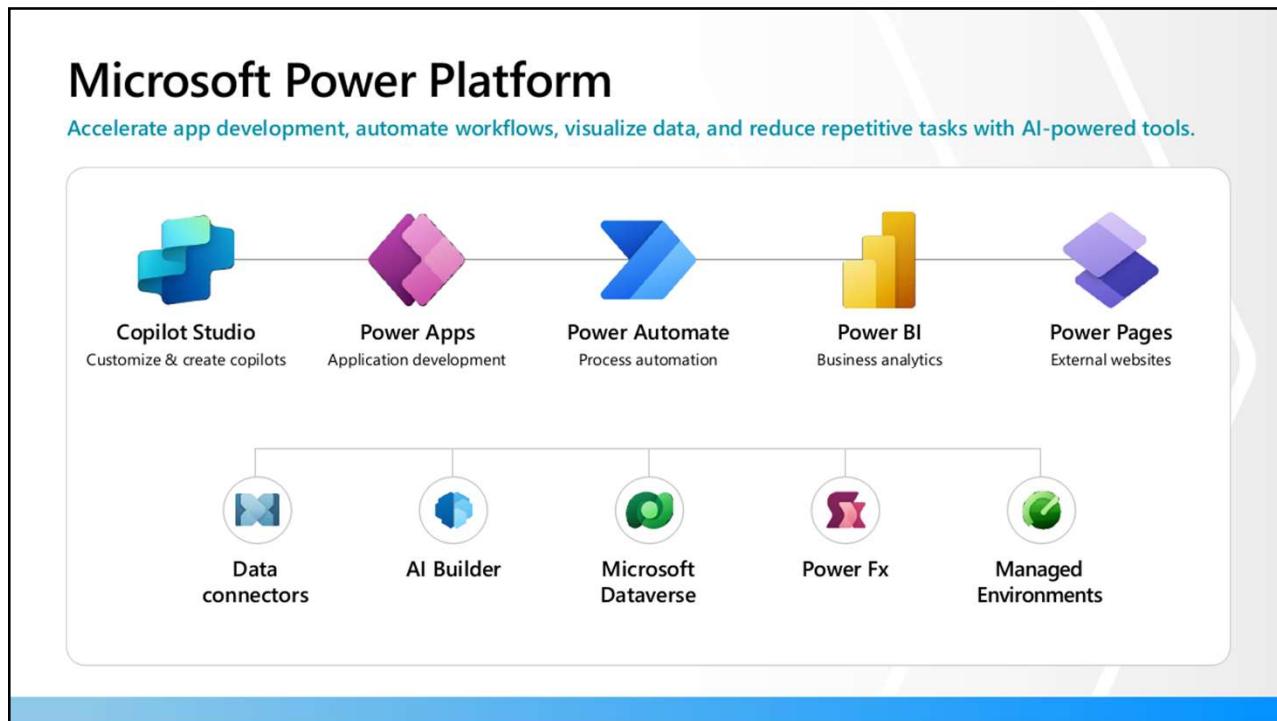


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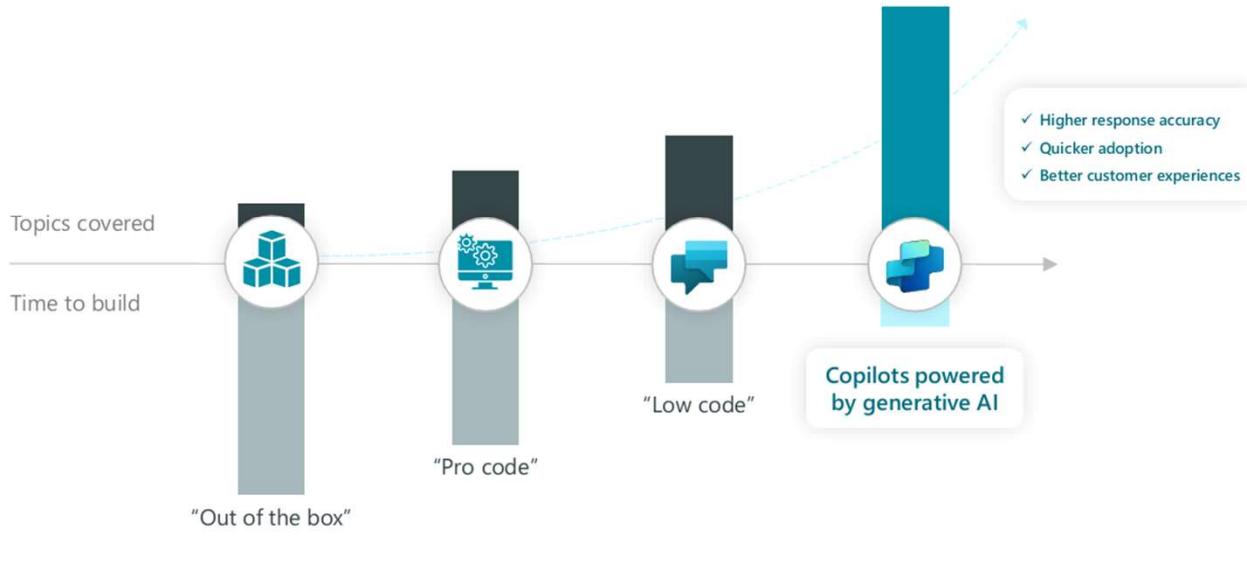


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Welcome to a **new era** of building conversational AI



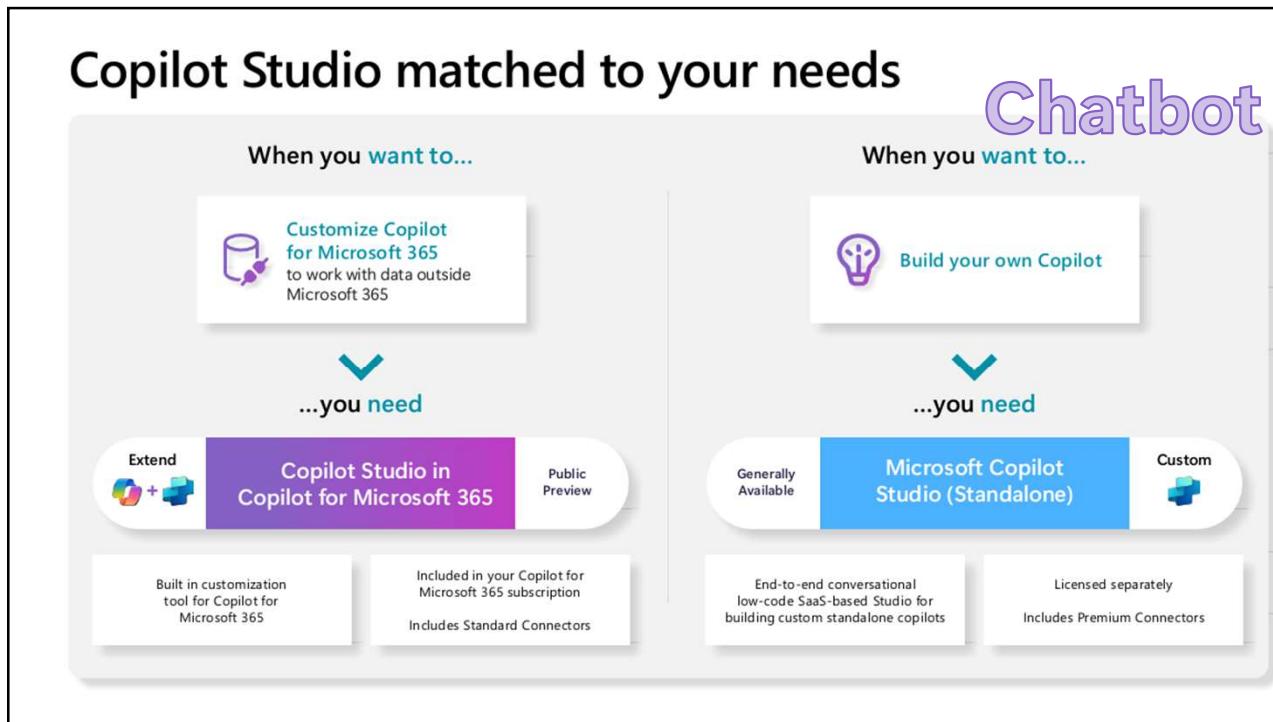
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What is a copilot?

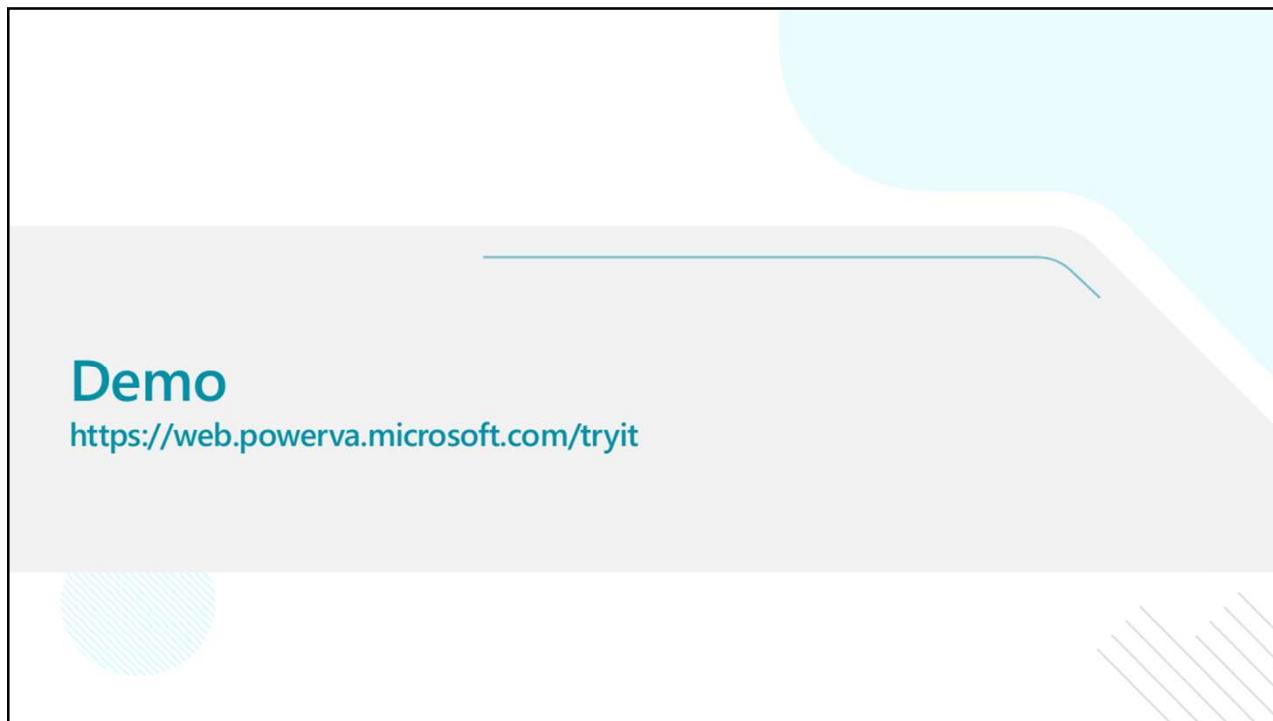
Intelligent AI assistants that use **generative AI** and **large language models** to assist humans with **complex cognitive tasks**.



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Copilot Studio Pricing

Microsoft Copilot Studio

\$200.00

25,000 messages/month^{1,2,3}

[Buy now](#)

[Try free](#)

Build your own agents, available across multiple channels, to assist employees and customers.

Copilot Studio offers a graphical development environment to build agents using generative AI, sophisticated dialog creation, knowledge, actions, and built-in analytics that work with Microsoft conversational AI tools.

Microsoft 365 Copilot

\$30.00

user/month

Annual commitment*

[Learn more](#)

Use Copilot Studio to build agents for Microsoft 365 Copilot.

Bring Microsoft 365 Copilot to your organization with a qualifying Microsoft 365 subscription for business or enterprise.

*Microsoft 365 Copilot may not be available for all markets and languages. To purchase, customers must have a qualifying Microsoft 365 plan for [enterprise](#) or [business](#).

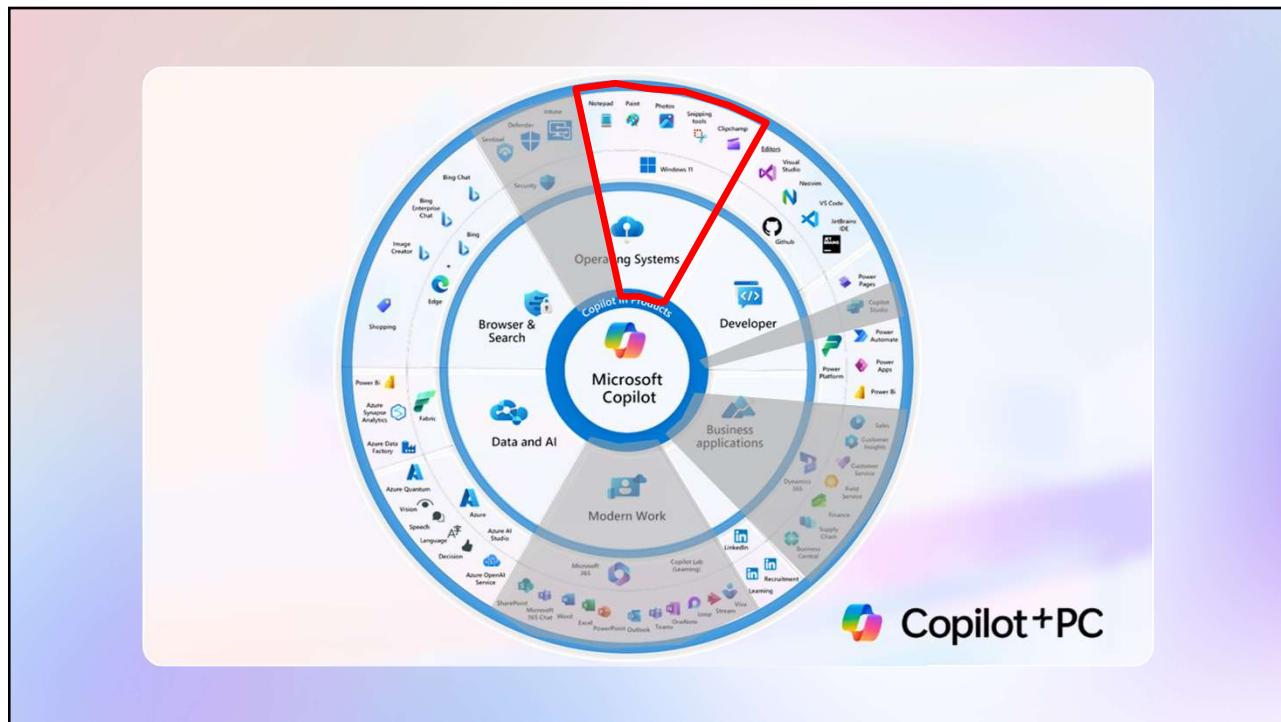
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Microsoft Copilot + PC

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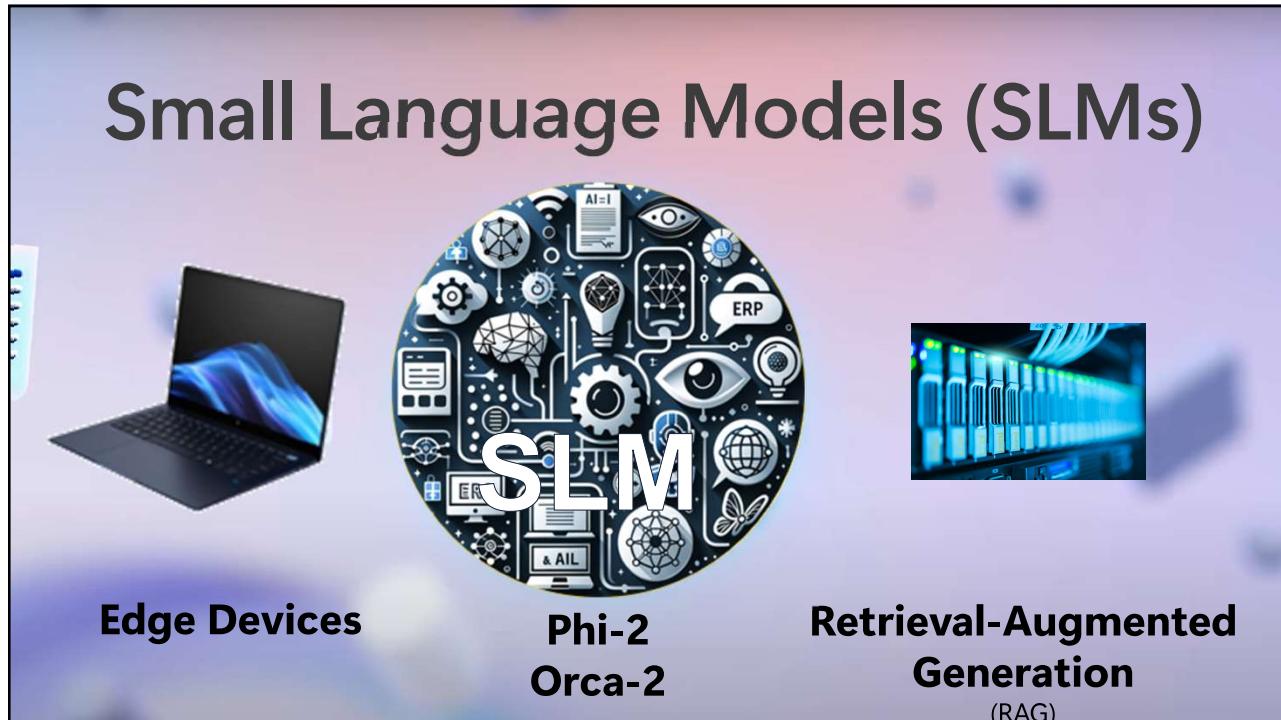
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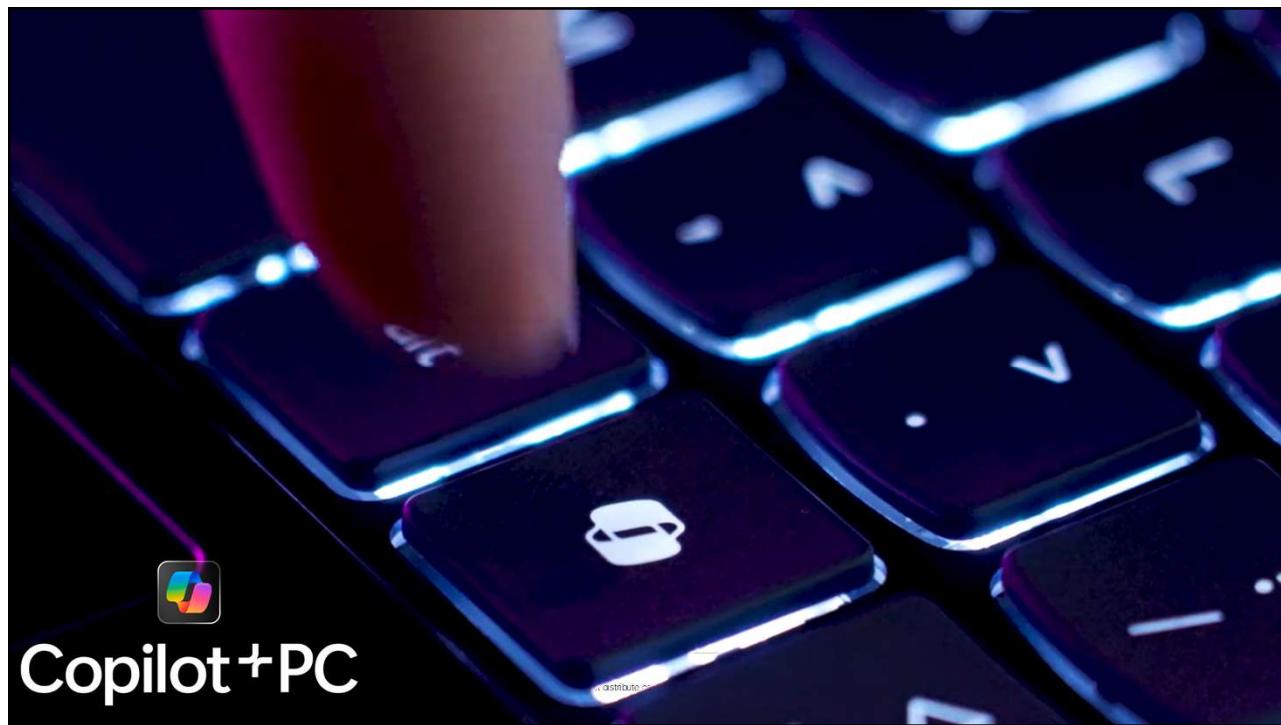
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Copilot+ PC exclusive Windows 11 AI Features



Cocreator

Create images in Paint through two inputs: drawing and text prompt to cocreate with your device.



Image Creator

Generate a series of customized images from descriptive text prompts.



Restyle Image

Apply artistic styles to existing photos with AI-powered edits.



Live Captions

Instantly translate any live or pre-recorded video in any app or video platform from 44 languages into English.



Windows Studio Effects

New Windows Studio Effects features:
Creative filters
Portrait light

Including improvements across:
Eye contact: teleprompter
Portrait blur
Voice focus
Access in Quick settings



Recall (preview)

Find things you've seen on your device by using semantic search with a few descriptive clues you remember.

Scroll timeline to find previous snapshots and use screenray helps you discover and do your next step.

You remain in control of your data. Pause, delete, or change your privacy settings at any time.

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Cocreator

What's new?

With real-time generative AI, you can sketch with your mouse or touchscreen and simultaneously use text prompts to create AI-generated images. Now with Ink Anywhere, you can also use your pen and touchscreen to hand-write your prompts anywhere on the screen where you can type, and it will convert it to text¹. With no token limits and wait times, it makes iterating and editing a breeze.

Why use it?

Light your spark. Everyone has an imagination and an ability to be an artist. Describe and draw your vision with text and image prompts and watch Cocreator generate an interpretation of it.

When can I find it?

Cocreator will be available only on Copilot+ PCs (generally available from June 18) and requires installation of the latest Windows Updates.

Where to find it?

In the Paint app, click the Cocreator icon in the top right half of the ribbon display. This will open the Cocreator pane on the right-hand side of the app, where you can begin prompting. After you've gotten your resulting image, use the creativity slider on the right-hand side to make adjustments.



¹Optimized for English text prompts

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Image Creator and Restyle Image



What's new?

Image Creator: Transform text prompts¹ into a series of customized, images. Designed to boost creativity and inspiration, it allows users to generate 20 images from a single prompt.

Restyle Image: Transform photos into various artistic styles with preset options or get creative with custom user text prompts¹. Includes a "Creativity" slider to adjust how much the style should be applied, allowing for subtle enhancements or dramatic transformations.

Why use it?

Both features are perfect for generating visual content, whether creating new images from text prompts or enhancing photos with artistic flair. They help visualize ideas, enhance storytelling, and inspire creativity. Ideal for creative projects, social media posts, digital art, and other creative endeavors. The "Creativity" slider allows users to control the intensity and detail of styles, offering flexibility to achieve the desired effect.

When can I find it?

Image Creator and Restyle Image will be available only on Copilot+ PCs (generally available from June 18) and requires installation of the latest Windows Updates.

Where to find it?

In Photos app you will find Image Creator in the left menu box to create new images from scratch. To use Restyle Image, open a photo and select the "edit" button to then select AI to restyle your image with text prompts or presets.

¹Optimized for English text prompts

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Live Captions



What's new?

Live Captions now offer instant real-time translations from 44 languages into English and works across any video or audio call, helping you stay connected with others when it matters most¹.

Why use it?

When you never miss a word, you never miss a beat. Like the conversation in your video calls. Or the dialogue in your movies. If there are spoken words, live captions can turn them into English subtitles in real time on your screen.

When can I find it?

Live Captions will be available only on Copilot+ PCs (generally available from June 18) and requires installation of the latest Windows Updates.

Where to find it?

Open Quick Settings to locate the live captions toggle and turn it on. If video or audio is played on your device in one of the 44 languages, Live Captions will automatically offer translations. This feature can also be used by turning on the microphone on your device for translations of live conversations.

¹Currently supports translation for video and audio subtitles into English from 40+ languages. See aka.ms/copilotpluspc.

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Windows Studio Effects

What's new?

Copilot+ PCs come with new and enhanced experiences for audio and video effects, including:

- Creative filters offer three styles: illustrated, animated, and watercolor that enable you to express yourself artistically.
- Portrait light adjusts the lighting to give you a natural appearance and ensure you're always visible in a video call.
- Eye contact: teleprompter helps you maintain eye contact even when you're not looking at the camera and reading content, even your talk track, on your screen.
- Portrait blur is enhanced with matting so that your blurred background is crisply outlined around you.
- Voice focus is enhanced with deep echo cancellation reduces background noise so only the sound you want shared is captured.

Why use it?

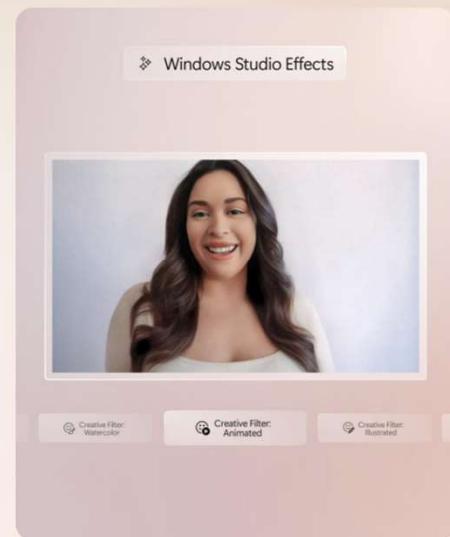
No need for extra lights, expensive lenses, or sound-proof rooms. Built to automatically improve lighting and cancels noises during video calls—perfect for when presentation matters.

When can I find it?

New and enhanced features to Windows Studio Effects will be available only on Copilot+ PCs (generally available from June 18) and requires installation of the latest Windows Updates.

Where to find it?

Once an effect is turned on in Quick Settings, they'll automatically be applied to any video or audio platform you're using, and there is no work required for the app maker.



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Recall

What's new?

Recall is a preview experience, is coming soon, and will be available first in the Windows Insider Program (WIP). Recall helps you quickly find things you have seen on your PC – documents, images, websites, IMs, email, apps, and more¹. Just scroll your timeline or select the search box in Recall and describe something you've seen or done with semantic search, and snapshots of those moments will be discoverable by text or image. In addition to looking back in time, you can use screenray to analyze the snapshot for suggested steps forward such as copying or sending an email. You remain in control of your data. Pause, delete, or change your privacy settings at any time. For Recall to save your snapshots, you need to opt-in to the experience. You can do this by clicking "save snapshots" in the out of box experience during device set up or by navigating to the Settings application at any time after.

Why use it?

Searching for a document, email or web page on your PC can be time-consuming. Now you can just describe how you remember something and Recall will find it. Microsoft provides many built-in security features from the chip to the cloud to protect Recall content.

When can I find it?

Recall (preview) will be available first in the Windows Insider Program (WIP) in the coming weeks. It will be available only on Copilot+ PCs and requires installation of the latest Windows Updates and opt-in consent during device setup to have Recall save snapshots. Windows Hello enrollment is also required to enable Recall.

Where to find it?

After installing the latest Windows 11 update, customers will find the Recall icon on their taskbar and in system tray.

¹Optimized for select languages (English, Chinese (simplified), French, German, Japanese, and Spanish.) Content-based and storage limitations apply. See <https://aka.ms/copilotpluspc>.

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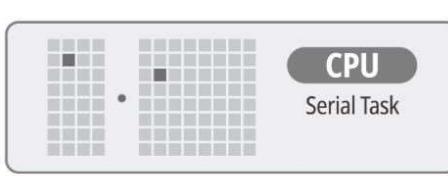
A photograph of a woman's profile, facing left. Inside her head, green binary code (0s and 1s) is visible, suggesting a digital mind. At the bottom of the image, the text "Copilot+PC" is displayed in a white, sans-serif font, with a small blue and green logo to its left.

What do you
need for a
Copilot+PC ?

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INGRAM

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A diagram illustrating a "Serial Task" being performed by a "CPU". It shows a sequence of four small square grids, with the first three separated by a dot and the fourth by a horizontal line. To the right of the grids, the word "CPU" is written in a bold, rounded font, with "Serial Task" written in a smaller, regular font below it.

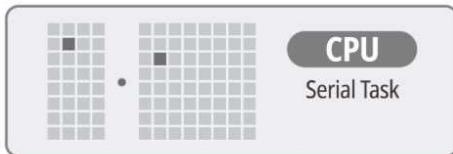
Central Processing Unit

Clock Speed / Cores / Flops (Floating Point Operations per Second)

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INGRAM

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Central Processing Unit

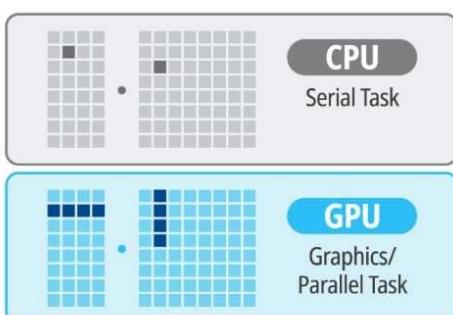
Clock Speed / Cores / Flops (Floating Point Operations per Second)
Intel / AMD

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Central Processing Unit

Clock Speed / Cores / Flops (Floating Point Operations per Second)

Graphical Processing Unit

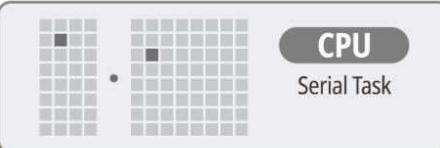
/ Cores / Clock Speed / Flops / Video RAM

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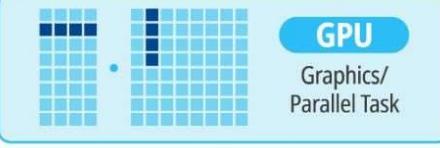
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CPU
Serial Task

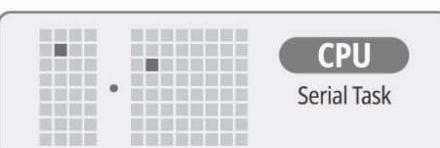


GPU
Graphics/
Parallel Task

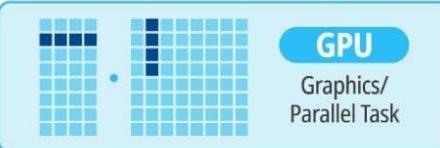
Central Processing Unit
Clock Speed / Cores / Flops (Floating Point Operations per Second)

Graphical Processing Unit
/ Cores / Clock Speed / Flops / Video RAM
Nvidia / AMD / Intel

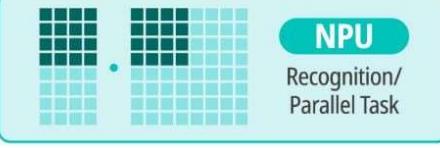
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CPU
Serial Task



GPU
Graphics/
Parallel Task



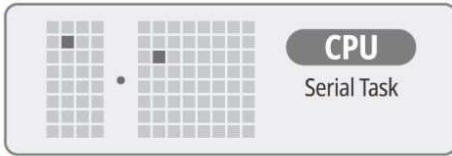
NPU
Recognition/
Parallel Task

Central Processing Unit
Clock Speed / Cores / Flops (Floating Point Operations per Second)

Graphical Processing Unit
Cores / Clock Speed / Flops / Video RAM

Neural Processing Unit
TOPS (Tera Operations Per Second) / TOPS/Watt

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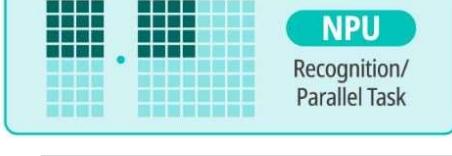
CPU
Serial Task

Central Processing Unit
Clock Speed / Cores / Flops (Floating Point Operations per Second)



GPU
Graphics/
Parallel Task

Graphical Processing Unit
Cores / Clock Speed / Flops / Video RAM



NPU
Recognition/
Parallel Task

Neural Processing Unit
TOPS (Tera Operations Per Second) / TOPS/Watt
NVIDIA, Intel, Qualcomm, Google, Huawei, Apple, Samsung, AMD

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40+ TOPs

The NPU

What is it?
The Neural Processing Unit (NPU) is a third processor in the computer designed to process large amounts of data in parallel, performing trillions of operations per second. It excels at providing lightning fast, high bandwidth AI in real-time and frees your CPU and GPU up for other tasks

Why is it important?
NPUs are built for intensive workloads that otherwise would deplete CPU and GPU performance. This uniquely enables us to offload our Copilot+ AI features to the NPU without sacrificing overall performance, battery life, or thermals of the device.

How does it work?
NPU performance is measured by TOPS, or trillions of operations per second. Copilot+ PCs have 40+ TOPs, making them the most powerful NPUs on the market with remarkable efficiency in handling AI tasks. This is particularly crucial for a notebook PC running on battery.



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Snapdragon X Elite

•
CPU
Serial Task

•
GPU
Graphics/ Parallel Task

•
NPU
Recognition/ Parallel Task

Not x86/64 bit processor but ARM
10x faster than x86 PC's

Qualcomm Oryon CPU

Qualcomm Adreno GPU

Qualcomm Hexagon NPU

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Snapdragon® X Series Platforms: SKU Comparison Table

Snapdragon® X Series Platforms: SKU Comparison Table									
		Qualcomm Oryon™ CPU				Qualcomm® Adreno® GPU	Qualcomm® Hexagon NPU	Memory	
Platform	Part Number	Cores	Total Cache	Max Multithread Frequency	Dual Core Boost	TFLOPs	NPU TOPS	Memory Type	Transfer Rate
Snapdragon X Elite	XIE-84-100	12	42 MB	3.8 GHz	4.2 GHz	4.6	45	LPDDR5x	8448 MT/s
Snapdragon X Elite	XIE-80-100	12	42 MB	3.4 GHz	4.0 GHz	3.8	45	LPDDR5x	8448 MT/s
Snapdragon X Elite	XIE-78-100	12	42 MB	3.4 GHz	None	3.8	45	LPDDR5x	8448 MT/s
Snapdragon X Plus	XIP-64-100	10	42 MB	3.4 GHz	None	3.8	45	LPDDR5x	8448 MT/s

Get the latest Product Briefs and more info about the [Snapdragon X Elite](#) and [Snapdragon X Plus](#)



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Finding more information

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Demo Video's

Copilot in Word	https://www.youtube.com/watch?v=Tx0lbvgI4NA
Copilot in Excel	https://www.youtube.com/watch?v=gGbCD3JiQwg
Copilot in PowerPoint	https://www.youtube.com/watch?v=a_-tK2Q0E8U
Copilot in Teams	https://www.youtube.com/watch?v=a_-tK2Q0E8U
Copilot in Whiteboard	https://www.youtube.com/watch?v=Gz9vKcuHKGk
Copilot in Outlook	https://www.youtube.com/watch?v=v83VUTafQ5s
More Copilot Video's	https://www.youtube.com/playlist?list=PLXPr7gfUMmKxDKxah3zpG4NhhDj-2IAvc

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Demo Scripts

If you like to do a Microsoft 365 Demo and like to have a Demo Script + Demo Files

<https://cloudpartners.transform.microsoft.com/download?assetname=assets%2FCopilot-for-Microsoft365-SMB-Partner-Demo-Script-and-Supporting-Files.zip&download=1>

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Microsoft 365 Copilot Presentations

Download the latest Copilot Sales & Technical Presentations :

- <https://aka.ms/LevelUpCopilotSalesTraining>
- <https://aka.ms/LevelUpCopilotTechTraining>

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Wrap Up

- Artificial Intelligence
- Microsoft 365 Copilot Chat
- Microsoft 365 Copilot
- Responsible AI (RAI)
- Microsoft Copilot for Security
- Microsoft Copilot for Sales
- Microsoft Copilot for Service
- Microsoft Copilot Studio
- Microsoft Copilot + PC



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