Microsoft Power Platform

Power Platform Licensing Guide

February 2023

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Using This Guide

Use this guide to improve your understanding of how to license Microsoft Power Apps, Power Automate, Power Virtual Agents, Power Pages and Power Platform capacity add-ons.

 Microsoft reserves the right to review or update this document at any time without notice.

To facilitate understanding of licensing requirements this guide is structured as follows:

1) How to buy
2) How to license (product licensing)
3) Capacity add-ons
4) Notes: Change log

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 your Microsoft Certified Partner. This guide does not supersede or replace any of the legal documentation covering use rights.

The latest version of this guide can be found [here](#).

What's new in this licensing guide

See the Change log [Appendix C](#), for minor changes effective February 2023.

How to buy

Microsoft Licensing Programs

Power Platform subscription licenses can be purchased through:
- [Enterprise Agreement](#) (EA)
- [Enterprise Agreement Subscription](#) (EAS)
- [Server and Cloud Enrollment](#) (SCE)
- [Microsoft Products and Services Agreement](#) (MPSA)
- [Enterprise Agreement for Government](#)
- [Enrollment for Education Solutions](#) (EES)
- [Microsoft Partners](#)
- Directly via Microsoft
  - [Power Apps](#)
  - [Power Automate](#)
  - [Power Virtual Agents](#)
  - [Power Pages](#)

Power Platform pay-as-you-go meters

Power Platform [pay-as-you-go](#) meters are a new way to pay for Power Apps, Power Automate, Dataverse and Power Platform Requests without any license commitment or upfront purchasing. Pay-as-you-go allows organizations to share Power Apps and Power Automate flows with any user in the organization and then only pay if and when they are used.

For more information on purchasing Microsoft Products and Microsoft Licensing Programs, in the U.S. visit [Microsoft Licensing Program Guides](#) or call Microsoft Sales at (800) 426-9400, and internationally visit [Microsoft Volume Licensing](#).

How to license

Power Apps, Power Automate, Power Virtual Agents and Power Pages use rights can be purchased through the Power Platform standalone subscription plan licenses, Power Platform subscription add-on licenses, and Power Platform pay-as-you-go meters.

Power Platform subscription licenses*
- Power Apps
- Power Automate
- Power Virtual Agents
- Power Pages licenses

Power Platform subscription add-on licenses
- Power Automate unattended RPA add-on
- Power Automate hosted RPA add-on
- Power Virtual Agents capacity add-on
- AI Builder capacity add-on
- Dataverse Database capacity add-on
- Dataverse File capacity add-on
- Dataverse Log capacity add-on
- Power Platform Requests add-on

Power Platform pay-as-you-go meters
- Power Apps per app meter
- Dataverse Database capacity meter
- Dataverse File capacity meter
- Dataverse Log capacity meter

*Power Platform products are licensed via User Subscription Licenses (User SLs), Per flow licenses, Per tenant licenses, and capacity add-on per tenant licenses. These license types vary by product.

Limited Power Platform use rights are available via select Dynamics 365, Microsoft/Office 365 and Windows licenses. Please refer to the Power Apps, Power Automate, Power Virtual Agents and Power Pages summary tables for details.

Multiplexing

Microsoft's Multiplexing rules protect against customers looking for ways to purchase fewer licenses than would otherwise be required to access a software or service. "Multiplexing" refers to the use of hardware or software to pool connections, reroute or indirectly access information, and/or reduce the number of devices or users that directly access or use a product. The most common form of Multiplexing is often thought of as "connection pooling", where many users are accessing an application through a single contact point. As technology in the world has advanced, there are many other forms of Multiplexing that have emerged, such as automated processes to migrate data, accessing applications indirectly, and more.

Multiplexing does not reduce the number of subscription licenses of any type required to access the Power Platform services. Any user or device that inputs data into, queries, views data from or otherwise accesses Power Apps, Power Automate, Power Virtual Agents and Power Pages apps, directly or indirectly must be properly licensed. The number of tiers of hardware or software between with Power Platform apps and the users or devices that ultimately use Power Platform indirectly does not affect the number of User SLs required. 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. Applicable licensing includes:
- An appropriate Power Platform User SL
- Power Pages authenticated or anonymous users/website capacity
- Accessing via an appropriately licensed Power Automate per flow workflow
- Seeded licensing capabilities from Dynamics 365, Office 365 or Windows licenses

Users must be appropriately licensed whether they are accessing directly or indirectly per multiplexing guidelines. More information on external guest user access is available here.

Power Apps

Power Apps
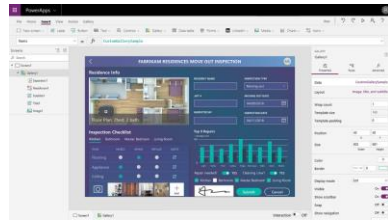
Service Overview

Power Apps is a low code/no code application platform that allows enterprises to digitize business operations by easily building line of business applications and customizing existing Dynamics 365 and Microsoft/Office 365 applications. For more details, please visit https://powerapps.microsoft.com/.

Licensing overview

General purpose, full Power Apps capabilities are licensed on a standalone basis. Additionally, limited Power Apps capabilities are included within select Dynamics 365 and Microsoft/Office 365 licenses. For more information, please see the sections titled *Power Apps use rights included with Dynamics 365 licenses and Power Apps use rights included with Microsoft/Office 365 licenses* later in this document.

High-level overview of the licensing structure is provided below.

	Per user, per app	Per user	Per app pay-as-you-go
Licensing scheme	**Per user, per app**	**Per user**	**Per Active User**
Description	Allows individual user to run **1 application or access 1 Power Pages website**	Equips user to run **unlimited applications** and access unlimited Power Pages websites	Allows user to access **1 application**

Standalone Power Apps plans

Customers that need general purpose and full capabilities of the platform should license Power Apps via the Power Apps per app standalone plan, Power Apps per user standalone plan or the Power Apps per app pay-as-you-go plan. These standalone plans are fully featured.

Power Apps per app plan

The Power Apps per app plan allows individual users to run 1 custom application (be it a canvas app or model driven app) or access 1 Power Pages website based on the full capabilities of Power Apps.

Per user, per app offer summary	
SKU Name	Power Apps per app plan
License type	Per user per app license
License assignment	In product
Are licenses stackable?	Yes

The Power Apps per app plan allows organizations to get started with the platform at a lower entry point. Customers with the per app plan typically start with 1-2 leading use case scenarios before adopting the platform more broadly. The Power Apps per app plan is an attractive licensing option for licensing end users that run only a few apps and/or access only a few websites.

Note:

- A single user might be covered by multiple 'per app' licenses to allow the user to use multiple solutions targeted at various business scenarios, without requiring a per user license.

- Embedded canvas apps within a model-driven app will not count towards the one-app limit.
- Once a pool of Power Apps per app licenses is purchased, individual licenses need to be assigned to specific environments and to individual users (i.e., if the same app or website exists in two environments, a user will require two per app User SLs to access both).
- The Power Apps per app plan is available to qualified education customers under faculty and student pricing. Since these licenses are sold as tenant level capacity and are not assigned to users in Active Directory, customers and partners will be responsible for ensuring that student pricing is applied to students only.

Power Apps per user plan

The Power Apps per user plan solves for licensing end users that run multiple applications and access multiple websites. The Power Apps per user plan allows licensed users to run **unlimited** custom applications (canvas apps and model driven apps) and access unlimited Power Pages websites based on the full capabilities of Power Apps.

Per user offer summary	
SKU Name	Power Apps per user plan
License type	User license

Power Apps per app pay-as-you-go plan

The Power Apps per app pay-as-you-go meter enables individual users to run one custom application based on the full capabilities of Power Apps.

Power apps per app pay-as-you-go offer summary	
SKU Name	Power Apps Per App Active User-1
Meter name	Power Apps per app meter

Power Apps per app pay-as-you-go meter definition: A measure of the number of unique, active users who open a single pay-as-you-go enabled app in an environment one or more times in a month.

Power Apps use rights included with Dynamics 365 licenses

Limited Power Apps use rights are included within the same environment(s) as the licensed Dynamics 365 application(s) to allow users to customize and extend Dynamics 365 applications. Use of Power Apps capabilities included with Dynamics 365 licenses must be only within the context of and in the same environment as the licensed Dynamics 365 application. Use rights vary by Dynamics 365 license type.

Power Apps use rights included with Microsoft/Office 365 licenses

Limited Power Apps use rights are included with select Microsoft/Office 365 licenses to allow users to customize and extend Microsoft/Office 365 for productivity scenarios, and to deliver a comprehensive low-code extensibility platform for Microsoft Teams. For a complete list of Microsoft 365 and Office 365 and licenses that include Power Apps and Dataverse for Teams use rights, please refer to Appendix B.

Summary of all Power Apps use rights

Included	●
Add-on	$

Plans and capabilities		Power Apps subscription plans		Power Apps per app pay-as-you-go	Power Apps use rights included with:		
		Power Apps per app plan	Power Apps per user plan	Power Apps per app meter	Select D365 licenses[1]	Select D365 Enterprise licenses[1]	Select M/O365 licenses
Create and/or run custom apps / Power Pages websites	Run custom apps (canvas apps and/or model driven apps)	1 app **or**	Unlimited apps	1 app		Within same environment as licensed D365 applications	Unlimited (Canvas apps only)
	Run custom Power Pages websites	1 custom website	Unlimited websites				
Connect to your data	Standard connectors	●	●	●	●	●	●
	Premium and custom connectors	●	●	●	●	●	
	On premises data gateway	●	●	●	●	●	
Store and manage data	Utilize Dataverse	●	●	●	●	●	Dataverse for Teams only
	Create and access custom tables (includes complex tables)[2]	●	●	●	15 per app	●	
	D365 restricted tables access[3]	Read only	Read only	Read only	(CRUD)	(CRUD)	
Execute flows	Cloud flows (Automated, instant, and scheduled flows)[4]	Within app context	Within app context	Within app context	Within app context	Within app context	●
	Business process flows						
Managed Environments	Run apps in a Managed Environment. Manage at scale.[5]	●	●			Within app context	
Per license capacity	Dataverse Database capacity (accrued)	50 MB[6]	250 MB[6]	1 GB/environment[7]			
	Dataverse File capacity (accrued)	400 MB[6]	2 GB[6]	1 GB/environment[7]			
AI Builder	AI Builder service credits[8]	250 credits	500 credits		$	$	

[1]Use of Power Apps capabilities included with Dynamics 365 licenses must be only within the context of and within the same environment as the licensed Dynamics 365 application.

[2]For exceptions to Dynamics 365 Field Service use rights for Power Apps users, refer to the Dynamics 365 Licensing Guide.

[3]For a full list of restricted tables and exceptions for Case tables, see Restricted tables requiring Dynamics 365 licenses.

[4]Power Automate use rights included with Power Apps standalone plans do not include RPA functionality, which requires a separate purchase of the Power Automate per user with attended RPA plan.

[5]When Managed Environments is activated in a specific environment, all Power Apps, Power Automate, Power Virtual Agents, and Power Pages usage in that environment requires standalone licenses. Please see Power Platform Managed Environments for details.

[6]Dataverse Database and Database File capacity entitlements are accrued at the tenant level.

[7] Dataverse Database, File and Log capacity meters are available with pay-as-you-go as alternatives to the existing capacity add-ons for overages, above and beyond the standard entitlement of 1GB of Dataverse Database and 1GB of Dataverse File storage for each pay-as-you-go environment.

[8]Cap on accrued capacity: 1,000,000 credits. If more service credits are needed, use the AI Builder capacity add-on.
Please review http://aka.ms/platformlimits for more details.

Power Automate

Power Automate

Service Overview

Power Automate allows enterprises to implement automated workflows and business processes and achieve operational efficiencies. For more details, please visit https://powerautomate.microsoft.com/.

Licensing overview

General purpose Power Automate capabilities are available on a standalone basis. Limited Power Automate capabilities are also included within Power Apps, Dynamics 365, and Microsoft/Office 365 and Windows licenses. For more information, please see the sections titled *Power Automate use rights included with Power Apps/Dynamics 365/Office 365/Windows licenses* later in this document.

A high-level overview of the licensing structure is provided below.

Power Automate	Per user	Per user with attended RPA	Per flow
Licensing scheme	Per user	Per user	Per flow (Minimum initial purchase requirement of 5 flows)
Description	Allows licensed user to create and run unlimited cloud flows and automate cloud apps, services and data with Digital Process Automation (DPA).	Allows licensed user to create and run unlimited cloud flows using DPA, plus automate legacy apps on a desktop through Robotic Process Automation (RPA) in attended mode, and AI.	Allows users within an organization to implement cloud flows using DPA with reserved capacity.

Standalone Power Automate plans

Customers that need full-fledged, general-purpose workflow, business process automation, RPA or DPA capabilities, should consider purchasing standalone Power Automate plans. Licensing is supported on both a "per user" basis as well as a "per flow" basis. All standalone plans include the full capabilities of Power Automate with the exception of RPA

functionality which is only included in Power Automate per user with attended RPA plan, the Power Automate unattended RPA add-on and the Power Automate hosted RPA add-on.

Power Automate plans and capabilities

Included	●
Add-on	$

Plans and Capabilities		Power Automate per user plan	Power Automate per user with attended RPA plan	Power Automate per flow plan (min. initial purchase 5 units)
Execute flows[1]	Cloud flows (Automated, instant, and scheduled flows)	●	●	●
	Business process flows	●	●	●
	Attended desktop flows		●	
	Unattended desktop flows[2]		$	$
Visualize and analyze processes	Process advisor	●	●	
Share and collaborate	Applies to flows included in the license	●	●	
Connect to your data	Standard connectors	●	●	●
	Premium and custom connectors	●	●[3]	●
	On premises data gateway	●	●	●
Managed Environments	Run flows in a Managed Environment. Manage Power Platform at scale.[4]	●	●	●
Store and manage data	Dataverse use rights	●	●	●
Enterprise management and security	Applies to flows included	●	●	●
Per license capacity	Dataverse Database capacity	250MB[5]	250MB[5]	50MB[5]
	Dataverse File Capacity	2GB[5]	2GB[5]	200MB[5]
AI Builder	AI Builder service credit[6]	$	5,000	$

[1]See technical documentation for definitions of each flow type.

[2]Unattended RPA scenarios require the Power Automate unattended RPA add-on or Power Automate hosted RPA add-on which can be purchased separately. Qualifying base licenses: Power Automate per user with attended RPA plan or Power Automate per flow plan. Multiple unattended RPA add-ons can be applied against a single qualifying base license. Concurrent instances of a singular process require an additional unattended bot for each instance.

[3]Desktop flow connector included (This desktop flow connector is not included in Windows licenses).

[4]When Managed Environments is activated in a specific environment, all Power Apps, Power Automate, Power Virtual Agents, and Power Pages usage in that environment requires standalone licenses. Please see Power Platform Managed Environments for details.

[5]Dataverse Database and Dataverse File subscription capacity is accrued at the tenant level. Additional Dataverse Database, Dataverse File and Dataverse Log subscription capacity can be purchased in increments of 1GB.

[6]Additional AI Builder capacity can be purchased per 1M service credits for $500/month.
Please review http://aka.ms/platformlimits for more details.

Power Automate per user plan

The Power Automate per user plan equips individual users to create and run **unlimited** workflows and business processes based on their unique needs. The per user plan is intended to support the broad adoption of an automation culture in an

organization. Should the entire organization be licensed with the Power Automate per user plan, admins will have minimal overhead with tracking how many flows are being activated and used within the organization.

Per user offer details	
SKU Name	Power Automate per user plan
Enabled flows	Unlimited

Please review http://aka.ms/platformlimits for more details.

Power Automate per user with attended RPA plan

The Power Automate per user with attended RPA plan spans legacy and modern applications, allowing the licensed user to create and run unlimited flows using DPA, plus automate legacy applications with desktop flows through Robotic Process Automation (RPA) in attended mode and AI. This plan builds on the Power Automate per user plan with the ability for a user to run an attended RPA bot on their workstation. Additionally, the per user with attended RPA plan includes access to AI Builder capacity in support of scenarios like forms processing, object detection, prediction, text classification and recognition, and more.

Please note running an RPA bot in an unattended scenario requires the addition of the Power Automate unattended RPA add-on or Power Automate hosted RPA add-on; learn more.

Per user with attended RPA offer details	
SKU Name	Power Automate per user with attended RPA plan
Execute Flows[1] (Automated, instant, scheduled, and business process flows)	Unlimited
Desktop flows (with attended RPA bots)[2]	1 bot
Included AI Builder service credits	5,000/month

[1]See technical documentation for definitions of each flow type.
[2]Multiple desktop flows may be authored/recorded for the RPA bot to execute. However, a bot can only execute one discrete desktop flow (i.e., process) at a time. Multiple processes must be serialized to run sequentially.
  Please review http://aka.ms/platformlimits for more details.

Note:
- Desktop flow authoring, bot orchestration and management are included in the offer.
- The bot must operate concurrently with the user on the same workstation; the bot can run more than one discrete process (desktop flows), but each process must be serialized to run sequentially.
- Additional AI Builder capacity can be purchased per 1M service credits for $500/month; AI Builder service credit capacity is pooled at the tenant level.
  Please review http://aka.ms/platformlimits for more details.

Power Automate per flow plan

The Power Automate per flow plan is licensed by flow and allows customers to implement critical business processes with capacity that serves teams, departments, or the entire organization without individually licensing each end user that triggers the licensed flow.

Power Automate per flow plan is great for departmental scenarios where typically, one power user sets up a flow and shares the same with the broader group. This plan alleviates the need to license each end user that knowingly/unknowingly triggers execution of the licensed flow.

Per flow offer details	
SKU Name	Power Automate per flow plan
Minimum initial purchase	5 units

Note:

- All types of **enabled top-level flows** need to be licensed (scheduled flows, automated flows, instant flows, and business process flows). Flows that are only used as "child" flows (triggered by another flow) do not need to be additionally licensed.
- Should customers wish to license more top-level flows, they should purchase more units of the "Power Automate per flow plan."

Should customers only wish to license more usage capacity for currently licensed flows, they can purchase the "Power Platform Requests add-on" license.

Note: scheduled flows may be configured to trigger every minute, irrespective of license type. There are no limits on the frequency of flow runs beyond what the connector supports.

Power Automate unattended RPA add-on

The Power Automate unattended RPA add-on extends desktop-based automation by enabling a bot to run autonomously, i.e., independent of a user. Unattended bots can be deployed on a local, remote desktop, or other virtualized environment. The Power Automate per user with attended RPA plan or Power Automate per flow plan are qualifying base licenses for the unattended RPA add-on. Multiple unattended RPA add-on licenses can be added with a single qualifying base license.

Note: the Power Automate unattended RPA add-on is licensed by bot. Concurrent instances of a singular process require an additional unattended bot for each instance.

Power Automate unattended RPA add-on	
SKU Name	Power Automate unattended RPA add-on
Qualifying base licenses	Power Automate per user with attended RPA plan or Power Automate per flow plan
Included AI Builder service credits	5,000/month
Additional licensing may be required	Any software automated with an unattended bot may require additional licensing per software terms. For example, unattended RPA scenarios incorporating M/O365 require the Microsoft 365 - Unattended License. Please see the [Product Terms](#) for more information.

Note:

- One unattended RPA add-on license includes the rights to one unattended RPA bot, as well as all necessary functions tied to desktop flow authoring, bot orchestration and management.
- Running the unattended RPA bot in a VM requires the separate purchase of any necessary compute resources.
- Additional AI Builder capacity can be purchased per 1M service credits for $500/month; AI Builder service credit capacity is pooled at the tenant level.
- Any services or applications the unattended bot accesses must be licensed separately. For instance, if the bot is accessing Windows or Office, the Microsoft 365 – Unattended License must also be purchased in addition to the Power Automate unattended RPA add-on.

Power Automate hosted RPA add-on

Hosted RPA extends desktop-based automation by enabling a bot to run autonomously, i.e., independent of a user. Unattended bots can be deployed on a virtualized machine or in a virtualized environment. Each hosted RPA add-on provides capacity for a single Microsoft-hosted bot machine. The Power Automate per user with attended RPA plan or the Power Automate per flow plan are qualifying base licenses for the hosted RPA add-on. Multiple hosted RPA add-on licenses can be added with a single qualifying base license.

Note: Power Automate hosted RPA is licensed by bot. Concurrent instances of a singular process require an additional unattended bot for each instance.

Power Automate hosted RPA add-on	
SKU Name	Power Automate hosted RPA add-on
Qualifying base licenses	Power Automate per user with attended RPA plan or Power Automate per flow plan
Included AI Builder service	5,000/month
Additional licensing may be required	Any software automated with an unattended bot may require additional licensing per software terms. For example, unattended RPA scenarios incorporating M/O365 require the Microsoft 365 - Unattended License. Please see the Product Terms for more information.

Note:
- One hosted RPA add-on license includes the rights to one hosted RPA bot plus hosting services, and necessary functions tied to desktop flow authoring, bot orchestration and management.
- Additional AI Builder capacity can be purchased per 1M service credits for $500/month; AI Builder service credit capacity is pooled at the tenant level.
- Any services or applications the unattended bot accesses must be licensed separately. For instance, if the bot is accessing Windows or Office, the Microsoft 365 – Unattended License must also be purchased in addition to the Power Automate unattended RPA add-on.

Power Automate use rights included with Power Apps licenses

Power Apps licenses (the Power Apps per app plan, the Power Apps per user plan and the Power Apps pay-as-you-go plan) include Power Automate use rights for the purpose of automating workflows associated with the Power Apps application(s).

Power Automate use within Power Apps is limited to the context of the Power Apps application. What this means is that for both triggers and actions, flows included within a Power Apps application connect to:
- Any data source within the use rights of the Power Apps application.
- Directly with the Power Apps application (via built in trigger/action).

If the flow is isolated and has nothing to do with the Power Apps application, then standalone Power Automate licenses will need to be purchased.

Example of Power Automate use within Power Apps application context
A user with a standalone Power Apps license runs an app that uses SQL database as the data source and includes flows that:
- Read from OR write to SQL database.
- Use a built-in Power Apps trigger and/or action – e.g., send a push notification to the app.

Example of Power Automate use outside of Power Apps application context
The same user (in the example above) now also wants to use a flow that updates an Oracle database, that:
- Is completely unrelated to the Power Apps app.
- Does not interact in any way with the Power Apps app (or its data sources).

This user will then require a standalone Power Automate license.

Power Automate use rights included with Dynamics 365 licenses

Dynamics 365 licenses include Power Automate use rights for the purpose of customizing and extending Dynamics 365 application(s). Power Automate use within Dynamics 365 is limited to the context of the embedding Dynamics 365 application. For both triggers and actions, flows included within the Dynamics 365 application can connect:
- To any data source within the use rights of the Dynamics 365 application
- Directly with the Dynamics 365 application (via built in trigger/action)

If the embedded flow is not within the context of the Dynamics 365 application, then standalone Power Automate licenses will need to be purchased.

Power Automate use rights included with Microsoft/Office 365 licenses

Limited Power Automate use rights are included with select M/O365 licenses to allow users to customize and extend M/O365 for productivity scenarios, and to deliver a comprehensive low-code extensibility platform for Microsoft Teams. For a complete list of M/O365 licenses that include Power Automate and Dataverse for Teams use rights, please refer to Appendix B.

Power Automate use within M/O365 is limited to the context of the embedding M/O365 application. For both triggers and actions, flows included within the M/O365 application can connect:

- To any data source within the use rights of the M/O365 application.
- Directly with the M/O365 application (via built in trigger/action).

If the embedded flow is not within the context of the M/O365 application or if the embedded flow needs to connect to a premium on-premises or custom data source, standalone Power Automate licenses will need to be purchased.

Power Automate use rights included with Windows licenses

Limited Power Automate use rights are included with select Windows licenses to create and execute personal desktop automation for attended RPA capabilities in Power Automate Desktop. This expands the digital workforce's ability to automate legacy tasks that can slow down workflows, empowering Windows users to start automating redundant and time-consuming tasks with low-code automation through RPA. For a complete list of Windows licenses that include these use rights, please refer to Appendix B.

Power Automate use within Windows is available for all applications and websites (across all web browsers). Enterprise automation and administrative rights are not available in Windows.

Summary of Power Automate use rights

	Included	●
	Add-on	$

Plans and Capabilities		Power Automate paid offers					Power Automate use rights included with:			
		Per user plan	Per user with attended RPA plan	Per flow plan (min. 5 initial units)	Unattended RPA add-on	Hosted RPA add-on	Power Apps	Select D365 licenses	Select M/O365 licenses	Windows
Execute flows[1]	Cloud flows (Automated, instant, and scheduled flows)	●	●	●	●	●	●[2]	●[2]	●	
	Business process flows	●	●	●	●	●	●[2]	●[2]	●	
	Attended desktop flows		●	●	●	●				●[3]
	Unattended desktop flows[4]		$	$	●	●				
Visualize and analyze processes[5]	Process advisor	●	●							
Share and collaborate	Applies to flows included in the license	●	●				●	●	●	
Connect to your data	Standard connectors	●	●	●			●[2]	●[2]	●	
	Premium and custom connectors	●	●[5]	●[5]			●[2]	●[2]		
	On premises data gateway	●	●	●			●[2]	●[2]		
Store and manage data	Dataverse use rights	●	●	●			●[2]	●[2]		
	Dataverse for Teams								●	
	Create and access custom tables						●	●		
	D365 restricted tables use rights[6]						Read only	CRUD		
Managed Environments	Run flows in a Managed Environment. Manage Power Platform at scale.[7]	●	●	●			●	Within app context		
Enterprise mgmt. and security	Applies to flows included in the license	●	●	●						
Per license capacity	Dataverse Database capacity	250MB[8]	250MB[8]	50MB[8]						
	Dataverse File capacity	2GB[8]	2GB[8]	200MB[8]						
AI Builder	AI Builder service credits[9]	$	5,000	$	5,000	5,000	$	$		

[1]See technical documentation for definitions of each flow type.

[2]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 and directly with the embedding application.

[3]Via Power Automate desktop only; a free application not intended for business-critical functions; there is no SLA or Microsoft support. Cloud flows, standard and premium connectors, orchestration (scheduled or automatic triggers for desktop flows, attended or unattended, combined cloud flows + desktop flows in a single automation), sharing desktop flows, developing in a different environment than the default, Automation Lifecycle Management (ALM), monitoring and execution logs are not included.

[4]Unattended RPA scenarios require the Power Automate unattended RPA add-on license, the Power Automate hosted RPA license or the Power Automate Unattended desktop flow run meter. For the unattended RPA add-on license and hosted RPA add-on licenses, qualifying base licenses include the Power Automate per user with attended RPA plan or Power Automate per flow plan. Multiple unattended RPA add-ons can be applied against a single qualifying base license. Concurrent instances of a singular process require an additional unattended bot for each instance.

[5]Desktop flow connector is included. (This desktop flow connector is not included in Windows licenses.)

[6]For a full list of restricted tables and exceptions for Case tables, see Restricted tables requiring Dynamics 365 licenses.

[7]When Managed Environments is activated in a specific environment, all Power Apps, Power Automate, Power Virtual Agents, and Power Pages usage in that environment requires standalone licenses. Please see Power Platform Managed Environments for details.

[8]Dataverse Database and Dataverse File subscription capacity is accrued at the tenant level. Additional Dataverse Database, Dataverse File and Dataverse Log subscription capacity can be purchased in increments of 1GB.

[9]Additional AI Builder capacity can be purchased per 1M service credits for $500/month via the AI Builder capacity add-on. Please review http://aka.ms/platformlimits for more details.

Power Virtual Agents
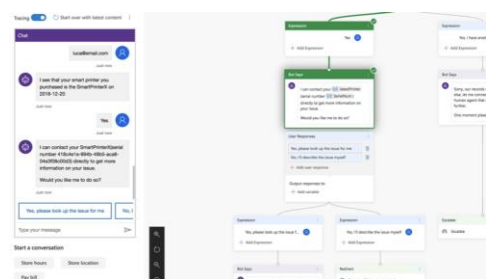
Service Overview

Power Virtual Agents empowers teams to easily create powerful bots using a guided, no-code graphical interface without the need for data scientists or developers. It easily integrates bots with hundreds of apps and services using prebuilt connectors and allows the ability to create custom workflows with Power Automate, enabling bots to take action on behalf of customers. It allows users to monitor and continuously improve bot performance using AI- and data-driven insights available in an easy-to-read dashboard. For more information, please visit: https://powervirtualagents.microsoft.com

With Power Virtual Agents, organizations can publish bots to engage with their customers on multiple platforms or channels. These include live websites, mobile apps, and messaging platforms like Microsoft Teams. Please refer to this public documentation on channel details.

Licensing overview

The Power Virtual Agents application is licensed per tenant. Power Virtual Agents will be charged according to the unit of 'billed sessions'[1] (see below for definition).

Tenant offer summary	
SKU Name	Power Virtual Agent
License type	Tenant license

A user license (Power Virtual Agent User License) is required for each user authoring bots with Power Virtual Agents. Available at no additional cost, the license can be assigned to users by the administrator in the admin portal. We recommend acquiring the tenant license (with capacity add-on if needed) and user licenses as part of a single transaction to simplify onboarding to Power Virtual Agents.

Summary of Power Virtual Agents entitlements

Plans and capabilities		Power Virtual Agents entitlements
Create and maintain intelligent chatbots	Deploy chatbots in all channels	●
Chat Sessions	Sessions / tenant / month[1]	2K
Create flows	Cloud flows (Automated, instant and scheduled flows)	Within the context of Power Virtual Agents bots
	Business process flows	
Connect to your data	Standard connectors	●
	Premium and custom connectors	●
	On-premises data gateway	●
Store and manage data	Dataverse (formerly Common Data Service) use rights	●
Managed Environments	Run bots in a Managed Environment. Manage Power Platform at scale.[2]	●
Per license capacity	Dataverse Database capacity	10GB
	Dataverse File capacity	20GB
	Dataverse Log capacity	2GB

[1]See billed session definition table below to understand how sessions are defined and counted.
[2]When Managed Environments is activated in a specific environment, all Power Apps, Power Automate, Power Virtual Agents, and Power Pages usage in that environment requires standalone licenses. Please see Power Platform Managed Environments for details.
 Please review http://aka.ms/platformlimits for more details.

Billed session definition:

A billed session is an interaction between the user and the bot and represents one unit of consumption. The billed session begins when a user topic is triggered and ends when one of these conditions is met—either: The user's questions are answered; or the conversation exceeds 60 minutes or 100 turns*. There is no end user experience impact when exceeding 60 minutes or 100 turns; this simply counts as another billed session for reporting purposes.

*A turn is defined as one exchange between the user and the bot (i.e., the user sends a message to the bot and the bot responds or vice versa). One billed session usually contains multiple turns.

Reference this link for details.

Licensing structure

Power Virtual Agents	Power Virtual Agents capacity add-on	Power Virtual Agent per user
Licensed by tenant	Licensed by tenant	Licensed by user

Offer Details
• 2K Chat sessions per tenant/month
• Create flows (within the context of Power Virtual Agents bots)
• Connectors: Standard, Premium and Custom
• Dataverse use rights
   o 10GB Database capacity
   o 20GB File capacity
   o 2GB Log capacity
	Offer Details
	• Capacity add-on for 1,000 chat sessions per tenant/month
	• Increases the number of chat bot sessions and daily Power Platform Requests per tenant
	• SKU Name: Chat session for Virtual Agent
		Offer Details
		• A per user license is required for each user authoring bots
		• Offered at no cost
		• It is recommended to acquire the tenant license (with the capacity add-on if needed) and user licenses as part of a single transaction to simplify onboarding to Power Virtual Agents

Capacity enforcement

All Power Virtual Agents purchased capacity is enforced monthly and unused sessions do not carry over month to month.

Overage handling

While occasional and reasonable overages will be tolerated, 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 Power Virtual Agents capacity. More stringent technical enforcement (including service denial) will result for usage that is significantly over the purchased capacity.

Power Virtual Agents for Teams use rights included with Microsoft/Office 365 licenses

Power Virtual Agents for Teams enables customers with select M/O365 licenses to build and deploy custom chatbots directly within Teams, using Dataverse for Teams. For a complete list of M/O365 licenses that include Power Virtual Agents for Teams use rights, please refer to Appendix B.

Summary of Power Virtual Agents for Teams use rights included with Microsoft/Office 365 licenses

Plans and capabilities		Power Virtual Agents for Teams use rights with M/O365 licenses
Create and maintain intelligent chatbots	Deploy chatbots in Teams	●
	Deploy chatbots in all channels	
Chat Sessions	Sessions / tenant / month[1]	Unlimited[2] (Teams only)
Create flows	Cloud flows (Automated, instant, scheduled flows)	Within the context of Power Virtual Agents bots
	Business process flows	
Connect to your data	Standard connectors	●
	Premium and custom connectors[3]	
	On-premises data gateway	
Store and manage data	Utilize Dataverse for Teams (use for chatbots in Teams only)[4,5,6]	Select M/O365 licenses
	Dataverse (formerly Common Data Service) use rights	
Managed Environments	Run bots in a Managed Environment. Manage Power Platform at scale.[7]	
Per license capacity	Dataverse Database capacity	
	Dataverse File capacity	
	Dataverse Log capacity	

[1]Included sessions are Teams-only; paid capacity utilizing premium functionality can be used for all channels, including Teams, which consumes paid session capacity. Please refer to http://aka.ms/platformlimits for public documentation on service limits.
[2]Chat sessions are unlimited per tenant/month. A service limit of 10 sessions per user/24 hours across all bots in a tenant will be enforced. Please see Quotas, limits, and configuration values for Power Virtual Agents for more information.
[3]Customers can publish their Azure backend service as APIs and export these APIs to the Power Platform as custom connectors via Azure API Management. Customers with eligible M/O365 licenses that include Dataverse for Teams can use these connectors for custom applications, flows, and chatbots running in Teams and to connect Azure backend services, not on-premises or 3rd party clouds. Please see Azure API Management page and technical documentation here.
[4]Dataverse for Teams is a built-in flexible datastore that provides data storage and a one-click solution for app deployment in Teams. For a complete list of M/O365 licenses that include Dataverse for Teams use rights, please refer to Appendix B.
[5]Each Dataverse for Teams environment uniquely maps (1:1) to a Teams team and can store up to 1,000,000 rows based on typical usage. Please refer to the public link here for the details on Dataverse for Teams capacity and service limits.
[6]Dataverse for Teams does not grant additional entitlements with standalone Power Platform licenses but supports premium functionality that comes with corresponding license. Example: In a given Dataverse for Teams environment, accessing premium connectors in the context of a chatbot requires a tenant to be licensed by the paid Power Virtual Agents plan.
[7]When Managed Environments is activated in a specific environment, all Power Apps, Power Automate, Power Virtual Agents, and Power Pages usage in that environment requires standalone licenses. Please see Power Platform Managed Environments for details.

Power Virtual Agents use rights included with Dynamics 365 licenses

Select Dynamics 365 licenses include limited Power Virtual Agents use rights and session capacity for the purpose of extending Dynamics 365 application(s). Please refer to the Dynamics 365 Licensing Guide for information related to these entitlements.

Power Pages
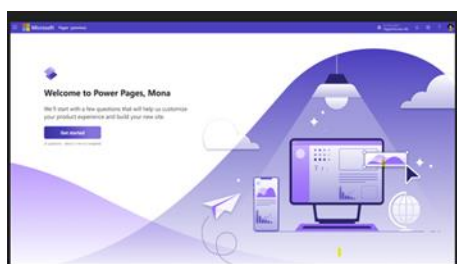
Service Overview

Power Pages delivers a secure, enterprise-grade platform for creating, hosting and administering modern external facing business websites. For more details, please visit https://powerpages.microsoft.com/

Licensing overview

Power Pages licensing is based on two user types, authenticated users per website/month and anonymous users per website/month. Sufficient user capacity must be assigned to the environment to cover the total number of unique users who access the website/month.

- **Authenticated users definition:** Power Pages authenticated users are users who obtain secure access to a website by logging in through an authentication provider on the website.
- **Anonymous users definition:** Power Pages anonymous users are users who access a website and do not log in.

Standalone Power Pages plans

All standalone plans include the full capabilities of Power Pages. Organizations that need full-fledged general purpose Power Pages websites to create, host and administer rich, interactive, data first, business web apps worldwide should purchase standalone Power Pages plans.

Power Pages authenticated users plan

Authenticated user subscription licenses are offered for the number of unique, authenticated users, i.e., users who obtain secure access to a website by logging in through an authentication provider on the website. This subscription plan is licensed through capacity packs with 100 users per capacity pack. Three tiers of pricing are offered. Once the minimum purchase requirement is met, additional packs can be purchased in units of 1.

For example, a customer requiring Power Pages access to a single website for 5,500 authenticated users/month can purchase 55 Power Pages authenticated user capacity packs at Tier 1 pricing.

Power Pages authenticated user subscription plan offers

Capacity Pack Tiers	Capacity Packs Minimum purchase	Total Number of users (100 users in 1 capacity pack)
Tier 1	1 pack	100+ users
Tier 2	100 packs	10,000+ users
Tier 3	1,000 packs	100,000+ users

Customers should purchase the necessary number of capacity pack licenses to cover the anticipated number of authenticated users that will access each Power Pages website over a monthly period. Unused capacity does not carry over to the next month.

Note: Authenticated user capacity need to be assigned to an environment.

Per authenticated user offer details	
SKU Name	Power Pages Authenticated users per site
License type	Per authenticated user/website

Power Pages anonymous users plan

Anonymous user subscription licenses are offered for the number of anonymous users who access a website and do not log in. This subscription plan is licensed through capacity packs with 500 users per capacity pack. Three tiers of pricing are offered. Once the minimum purchase requirement is met, additional packs can be purchased in units of 1.

For example, a customer requiring Power Pages access to a single website for 20,000 anonymous users/month can purchase 40 Power Pages anonymous user capacity packs at Tier 2 pricing.

Power Pages anonymous user subscription plan offers

Capacity Pack Tiers	Capacity Packs Minimum purchase	Number of users (500 users/capacity pack)
Tier 1	1 pack	500+ users
Tier 2	20 packs	10,000+ users
Tier 3	200 packs	100,000+ users

Customers should purchase the necessary number of capacity pack licenses to cover the anticipated number of anonymous users that will access each Power Pages website over a monthly period. Unused capacity does not carry over to the next month.

Note: Anonymous user capacity packs do not need to be assigned to individual users. These capacities are assigned to an environment.

Per anonymous user offer details	
SKU Name	Power Pages Anonymous users per site
License Type	Per anonymous user/website

Power Pages use rights included with Power Apps and Dynamics 365 licenses

Power Pages use rights within Power Apps and Dynamics 365 Enterprise Apps are limited to the context of the Power Apps and Dynamics Enterprise Apps. Dynamics 365 Enterprise Apps are granted use rights for Power Pages, however, restricted tables and the associated Dynamics 365 license requirements for users who create, update, or delete data stored within these tables remain in place. For a full list of restricted tables, see Restricted tables requiring Dynamics 365 licenses.

License	Power Pages use rights
Power Apps per app	Run 1 Power App or access 1 website
Power Apps per user	Unlimited Power Pages websites
Dynamics 365 Team Members	None
Dynamics 365 Operations – Activity	None
Dynamics 365 Apps[1]	None
Dynamics 365 Enterprise Apps[2]	• Power Pages websites that map to licensed Dynamics 365 application context • Power Pages websites that map to the same environment as the licensed Dynamics 365 application • Unlimited Power Pages websites
Microsoft 365 / Office 365	None

[1]Dynamics 365 Sales Professional, Dynamics 365 Customer Service Professional, Dynamics 365 Team Members, Dynamics 365 Operations – Activity, Dynamics 365 Human Resources Self Service, Dynamics 365 Business Central Team Members
[2]Dynamics 365 Sales Enterprise, Dynamics 365 Sales Premium, Dynamics 365 Customer Service Enterprise, Dynamics 365 Field Service, Dynamics 365 Finance, Dynamics 365 Supply Chain Management, Dynamics 365 Project Operations, Dynamics 365 Commerce, Dynamics 365 Human Resources, Dynamics 365 Business Central, Dynamics 365 Intelligent Order Management
Please review http://aka.ms/platformlimits for more details.

Summary of all Power Pages use rights

Plans and capabilities		Power Pages subscription plans		Power Pages use rights included with:		
		Power Pages Authenticated user	Power Pages Anonymous user	Power Apps per app plan	Power Apps per user plan	Select D365 Enterprise licenses
Access custom websites	Create, access, host and administer websites	●	●	1 app or 1 website	●	In same context and within same environment as licensed D365 app
Connect to your data	Standard connectors	●	●	●	●	●
	Premium and custom connectors	●	●	●	●	●
Store and manage data	Utilize Dataverse	●	●	●	●	●
	Create and access custom tables and complex tables[1]	●	●	●	●	●
	Dynamics 365 restricted tables access[2]	Read only	Read only	Read only	Read only	CRUD
Dataverse Database capacity	Default capacity	5 GB[3]	5 GB[3]	5 GB[4]	10 GB[4]	
Dataverse Database capacity	Accrued capacity	2 GB[5]	500 MB[5]	50 MB[4]	250 MB[4]	
Dataverse File capacity	Accrued capacity	16 GB[5]	4 GB[5]	400MB	2 GB	
Dataverse Database capacity	Per pay-as-you-go environment (Default)					
Dataverse File capacity	Per pay-as-you-go environment (Default)					
Managed Environments	Run websites in a Managed Environ. Manage Power Platform at scale.[6]	●	●	●	●	Within app context

[1]For exceptions to Dynamics 365 Field Service use rights for Power Apps users, refer to the [Dynamics 365 Licensing Guide](#).
[2]For a full list of restricted tables and exceptions for Case tables, see [Restricted tables requiring Dynamics 365 licenses](#).
[3]Shared entitlement per tenant
[4]Per license capacity
[5]Per capacity pack
[6]When Managed Environments is activated in a specific environment, all Power Apps, Power Automate, Power Virtual Agents, and Power Pages usage in that environment requires standalone licenses. Please see [Power Platform Managed Environments](#) for details.
 Please review [http://aka.ms/platformlimits](#)for more details.

Power Platform Dataverse Capacity

Dataverse default subscription capacity

Power Apps, Power Automate, Power Virtual Agents and Power Pages default subscription capacities leverage the same tenant and infrastructure and will accrue across one tenant. Every tenant with a Power Apps, Power Automate, Power Virtual Agents and Power Pages license receives default capacity. In addition, for each Power Apps per user, Power Apps per app, Power Automate per user, Power Automate per flow plan and Power Pages license there is additional accrued capacity added to the tenant. For capacity and service limits regarding Dataverse for Teams, please refer to the public documentation [here](#).

Power Apps Default Capacity per tenant	Default per user	Default per app	Accrued per user	Accrued per app
Dataverse Database capacity	10GB	5GB	250MB	50MB
Dataverse File capacity	20GB	20GB	2GB	400MB
Dataverse Log capacity	2GB	2GB		

Power Automate Default Capacity per tenant	Default per user	Default per flow	Accrued per user	Accrued per flow
Dataverse Database capacity	10GB	5GB	250MB	50MB
Dataverse File capacity	20GB	2GB	2GB	200MB
Dataverse Log capacity	2GB	200MB		

Note, customers may have as many flows as needed with the per-flow plan. Each flow will increase capacity limits.

Power Virtual Agents Default Capacity per tenant	Default per tenant
Dataverse Database capacity	10GB
Dataverse File capacity	20GB
Dataverse Log capacity	2GB

Power Pages Default Capacity	Default entitlement per tenant	Default entitlement per tenant	Accrued entitlement per authenticated user capacity pack	Accrued entitlement per anonymous user capacity pack
Dataverse Database capacity	5GB	5GB	2GB	500MB
Dataverse File capacity			16GB	4GB

Power Apps, Power Automate, Power Virtual Agents, Power Pages and Dynamics 365 Sales, Customer Service, and Field Service applications leverage the same tenant and infrastructure. Dataverse capacity (Dataverse Database, Dataverse File, and Dataverse Log formats) is pooled across the tenant and shared amongst relevant application workloads.

There are additional Microsoft subscriptions beyond Power Platform that grant Dataverse capacity entitlements. Please see [this page](#) for details related to Project for the web, as well as the [Dynamics 365](#)

Licensing Guide for information related to other entitlements.

Dataverse allows integration with Outlook and SharePoint.

Dataverse capacity – Capacity types and purposes

	Purposes
Database	Stores and manages table definitions and data
File	Stores attachments to notes or emails in Dynamics 365 Sales, Customer Service, and Field Service applications and Power Apps. 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.

The first Power Apps OR Power Automate OR Power Virtual Agents OR Power Pages OR Dynamics 365 Sales, Customer Service, and Field Service subscription provides the one-time default capacity entitlement for the tenant. For example, if a new customer purchases the Power Apps per user plan, the tenant will receive 10GB of default Dataverse Database capacity. Additional subscriptions do not add to the tenant's default capacity.

When additional subscriptions are added to the tenant, additional Dataverse capacity may *accrue* to the tenant.

Example: Let's assume that a new customer starts by purchasing 10 Power Apps per user licenses and 20 Power Apps per app licenses. In this case, the total tenant wide pooled capacity will be as follows (note 1GB = 1,024MB):

Default and Accrued Capacity Allocation	Default/ tenant	Accrued/10 Enterprise USL	Total Tenant wide capacity
Dataverse Database capacity	10GB	10*250MB + 20*50MB = 3.5GB	10GB + 3.5GB = 13.5GB
Dataverse File capacity	20GB	10*2GB + 20*400MB = 28GB	20GB+28GB = 48 GB
Dataverse Log capacity	2GB	NA	2GB

Dataverse capacity for Power Platform pay-as-you-go environments

Dataverse default capacity

Environments that are configured to use Power Platform pay-as-you-go, receive an entitlement of 1GB of Dataverse Database capacity and 1GB of Dataverse File capacity per environment. These entitlements do not change based on the number of users using apps in an environment. These pay-as-you-go environments do not consume tenant-wide Dataverse capacity. For more information on Power Platform pay-as-you-go please visit http://aka.ms/PowerPlatformPAYG.

Pay-as-you-go environments	Included per pay-as-you-go environment
Dataverse Database capacity	1GB
Dataverse File capacity	1GB
Dataverse Log 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 1GB Dataverse Database capacity and 1GB 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 (1GB database capacity and 1GB of file capacity per environment).

Dataverse Capacity/environment	Additional Increment
Dataverse Database capacity	1GB
Dataverse File capacity	1GB
Dataverse Log capacity	1GB

Capacity add-ons

If additional subscription capacity (such as additional database or file capacity) is required, these optional add-on licenses can be added to your subscriptions. Subscription add-ons apply across the tenant and are not tied to a specific user. Subscription add-ons can be purchased at any time and remain a part of the subscription for the remainder of the subscription term.

Dataverse (Common Data Service) capacity

Apps, flows 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
Dataverse (Common Data Service) Database capacity	1GB
Dataverse (Common Data Service) File capacity	1GB
Dataverse (Common Data Service) Log capacity	1GB

Please note that Dataverse (formerly Common Data Service) capacity add-ons do <u>not</u> apply to Dataverse for Teams scenarios (i.e., when a Dataverse for Teams environment reaches its limit, customers need to step up to standalone Power Apps, Power Automate, Power Virtual Agents or Power Pages plans for additional capacity).

AI Builder capacity add-on

Service overview

AI Builder helps empower everyone – regardless of their technical experience to work with Artificial Intelligence (AI). This solution helps easily add AI capabilities to both apps and business processes. AI Builder supports various scenarios such as predictions, business card reader, and many more. For more information on AI Builder, please visit https://PowerApps.microsoft.com/ai-builder/.

Licensing overview

AI Builder is licensed as an add-on to select Power Apps, Power Automate and Dynamics 365 licenses.

AI Builder is licensed on a capacity basis. AI Builder capacity is expressed in the form of "service credits." Service credits serve as the single (common) currency across all the scenarios supported by AI Builder. Available service credits are deducted when AI Builder services are used. Different scenarios (for example, forms processing, prediction, etc.) burn down service credits at different rates.

Customers should purchase the appropriate number of AI Builder capacity add-on units based on anticipated usage across all scenarios. Each unit of "AI Builder capacity add-on" includes 1 million service credits per month. For example, a customer requiring 4.7 million service credits per month (based on anticipated usage), should purchase 5 units of "AI Builder capacity add-on."

Offer Details	
SKU Name	AI Builder capacity add-on
License type	Tenant wide capacity license
Entitlement	1 million monthly service credits
Qualifying base licenses	Power Apps[1], Power Automate[2], Power Automate unattended RPA, Power Automate hosted RPA and Dynamics 365 licenses[3]

[1]Power Apps per app 250 service credits, per user – 500 service credits. Cap on accrued capacity is 1,000,000 credits.
[2]Users licensed with the Power Automate per user with attended RPA plan, the Power Automate unattended RPA add-on and the Power Automate hosted RPA add-on are granted 5,000 AI Builder service Credits/month.
[3]Please see the Dynamics 365 Licensing Guide for more information.

Note:
- Purchased service credits can be used from AI Builder models included within Power Automate, Power Apps and Dynamics 365 applications.
- Service credits are deducted / consumed for both training and production usage.
- Service credits are pooled across the tenant.

AI Builder rate card

Each AI builder capability consumes service credits at different rates. A calculator is available to help estimate AI Builder Capacity add-on units to be purchased based on the anticipated usage of various AI Builder services. Administrators can download an Excel capacity consumption report for the tenant here.

Capability	Operation	Type	Service Credit Consumption Rate	$ Equivalent Price per Operation*
Business Card reader	Real-time Prediction	Prebuilt	32 credits/Card	$0.016/Card
Document processing	Training	Custom	Free	
	Real-time Prediction	Custom	100 credits/Page	$0.05/Page
Identity document reader	Real-time Prediction	Prebuilt	32 credits/Page	$0.016/Page
Invoice processing	Real-time Prediction	Prebuilt	32 credits/Page	$0.016/Page
Object detection	Training	Custom	20 credits/Image (standard - first 500 images)	$0.01/Image (standard – first 500 images)
			160 credits/Image (domains - first 500 images)	$0.08/Image (domains - first 500 images)
			10 credits/Image (after 500 images)	$0.005 / Image (after 500 images)
	Real-time Prediction	Custom	8 credits/Image (standard and domains)	$0.004/Image
Prediction	Training	Custom	Free	
	Scheduled Prediction	Custom	1 credit/5 rows	$0.0005/5 rows
	Real-time Prediction	Custom	10 credits/1 row	$0.005/1 row
Receipt processing	Real-time Prediction	Prebuilt	32 credits/Page	$0.016/Page
	Training	Custom	Free	

Text analysis Category classification, Entity extraction	Real-time Prediction	Custom	20 credits/1k chars	$0.01/1k chars
	Real-time Prediction	Prebuilt	20 credits/1k chars	$0.01/1k chars
Text analysis Key phrase extraction, Language detection, Sentiment analysis	Real-time Prediction	Prebuilt	2 credits/1k chars	$0.001/1k chars
Text recognition	Real-time Prediction	Prebuilt	3 credits/Image	$0.0015/1k chars
Text translation	Real-time Prediction	Prebuilt	22 credits/1k chars	$0.0011/1k chars
Image classification	Training	Custom	Free (performed on-premises)	
	Real-time Prediction	Custom	4 credits/Image	$0.002/Image

Disclaimer: AI Builder is purchased via the AI Builder capacity add-on (AI Builder capacity per 1M service credits for $500/month).
$ Equivalent price per operation shown only for guidance based on List Price.

Capacity enforcement

For AI Builder capacity add-on SKUs, purchased capacity is enforced monthly and unused service credits do not carry over month to month.

Overage handling

While occasional and reasonable overages will be tolerated, 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 AI Builder capacity. More stringent technical enforcement (including service denial) will result for usage that is significantly over the purchased capacity.

Assignment of purchased capacity

Assignment of purchased capacity to appropriate Power Automate, Power Apps applications and Dynamics 365 workloads is managed in product. Assignment helps ensure capacity for critical AI models. The minimum capacity to be assigned is 1 service credit.

Power Virtual Agents capacity add-on

Power Virtual Agents capacity add-on increases the number of chat bot sessions and daily Power Platform Requests per tenant.

Offer details	
SKU Name	Chat session for Virtual Agent
Purchase requirement	Power Virtual Agents
Capacity entitlement	1000 Chat sessions / tenant / month

Please review http://aka.ms/platformlimits for more details.

Trial and Implementation

Free Trials

Sign-up for a free trial of:

- Power Apps here
- Power Pages here
- Power Automate here
- Power Virtual Agents here

Development and Testing with Power Apps and Power Automate

The free Developer Plan is intended for individual use allowing developers to learn and build skills on Power Apps, Power Automate and Dataverse (formerly Common Data Service). To learn more, click here.

Power Platform Service Support

Support Plans

The benefits included in the Subscription Support Plan are applicable for customers who license Power Platform solutions via MOSP, EA, MPSA, EAS, and EES. Learn more about Power Apps, Power Automate, Power Virtual Agents, Power Pages and Dynamics 365 support options:
- Professional Direct Support for Dynamics 365 and Power Platform
- Unified Support (for enterprise solutions)

Pricing

Power Apps, Power Automate, Power Virtual Agents and Power Pages price lists are located here:
- Power Apps: https://powerapps.microsoft.com/en-us/pricing/
- Power Automate: https://powerautomate.microsoft.com/en-us/pricing/
- Power Virtual Agents: https://powervirtualagents.microsoft.com/en-us/pricing/
- Power Pages: https://powerpages.microsoft.com/en-us/pricing/

Resource	Link
Power Apps service	https://powerapps.microsoft.com/
Power Automate service	https://powerautomate.microsoft.com/
Power Virtual Agents service	https://powervirtualagents.microsoft.com/
Power Pages service	https://powerpages.microsoft.com/
Dynamics 365 Licensing Guide	https://go.microsoft.com/fwlink/?LinkId=866544&clcid=0x409

Appendix A: Terminology and Custom Tables

Administration: Administration is critical in order to establish boundaries and policies around the use of Power Apps in organizations
- Manage environments – space to store, and manage, and share data, apps, and flows
- Data policies – create and enforce policies that define how data can be shared

App (definition of Power Apps per app): An "app" is a combination of Power Platform assets that solves a specific business scenario.

- Each "per app" license provides use rights to run 1 custom app (canvas or model driven), or access 1 custom website.
- No limits on other components (e.g., forms, dashboards, etc.).

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.

Application Types:

- **Canvas Apps:** Design and build a business application from a canvas in Microsoft Power Apps without writing code in a traditional programming language. Design the application by dragging and dropping elements onto a canvas, the designer has complete control over app layout.
- **Model-driven Apps:** Design is a component-focused approach to app development based on data model and business processes. Unlike canvas app development where the designer has complete control over application layout, with model-driven apps much of the layout is determined for you and largely designated by the components you add to the application.

Connector: It provides a way for users to connect their business data and leverage a set of pre-built actions and triggers to build their applications and workflows. Examples of connections: Dataverse (formerly Common Data Service), SharePoint, SQL, OneDrive, Excel, Dynamics 365.

- **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.

CRUD: Create, read, update, and delete operations.

Dataverse (formerly Common Data Service): Dataverse lets you store and manage data that is used by business applications.

Dataverse for Teams, built atop Dataverse, delivers a built-in low code data platform for Microsoft Teams, and provides relational data storage, rich data types, enterprise grade governance, and one-click solution deployment.

Dataverse is designed to be used in any application (not just Teams) and includes additional security features such as auditing, sharing, column level and hierarchical security. For a detailed comparison on Dataverse for Teams and Dataverse capabilities, please refer to the public documentation here.

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)

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, but 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, similar to how a table stores data within a database. Tables let users model business data for use within an organization's business applications. Examples of tables: Account, Contact, Lead, Opportunity.

- **Standard tables:** Dataverse (formerly Common Data Service) provides business tables, out of the box, that 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 requires 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.

Workflows:

- **Background workflows:** Task automation across systems and services. Runs in the background.
- **Real-time workflows:** Task automation across systems and services. Runs in a real time manner.
- **Business process flows:** Structured stateful human interactive workflows which are composed of multiple steps, allows branching/stage gating, and includes process KPIs and reporting.

Appendix B: Dynamics 365, Microsoft/Office 365, and Windows licenses that include Power Platform capabilities

Dynamics 365

Qualifying License	Limited Use Rights Included with Qualifying License		
	Power Apps	Power Automate	Power Pages
Dynamics 365 Sales Premium	○	○	○
Dynamics 365 Sales Enterprise	○	○	○
Dynamics 365 Sales Professional	○	○	
Dynamics 365 Customer Service Enterprise	○	○	○
Dynamics 365 Customer Service Professional	○	○	
Dynamics 365 Field Service	○	○	○
Dynamics 365 Project Operations	○	○	○
Dynamics 365 Team Members	○	○	
Dynamics 365 Finance	○	○	○
Dynamics 365 Supply Chain Management	○	○	○
Dynamics 365 Commerce	○	○	○
Dynamics 365 Human Resources	○	○	○
Dynamics 365 Operations – Activity	○	○	
Dynamics 365 Business Central	○	○	○
Dynamics 365 Business Central Team Members	○	○	
Dynamics 365 Intelligent Order Management	○	○	○

Microsoft 365*, Office 365, and Windows

Qualifying License	Limited Use Rights Included with Qualifying License				
	Power Apps	Power Automate		Power Virtual Agents for Teams	Dataverse for Teams
		Cloud flows	Desktop flows		
Office 365 E1	○	○		○	○
Office 365 E3	○	○		○	○
Office 365 E5	○	○		○	○
Office 365 F3	○	○		○	○
M365 Business Basic	○	○		○	○
M365 Business Standard	○	○		○	○
M365 Business Premium	○	○	○	○	○
Microsoft 365 F1					
Microsoft 365 F3	○	○	○	○	○
Microsoft 365 E3	○	○	○	○	○
Microsoft 365 E5	○	○	○	○	○
Windows 10 Pro			○		
Windows Enterprise E3			○		
Windows Enterprise E5			○		
Office 365 A1	○	○			
Office 365 A3[1]	○	○		○	○
Office 365 A5[1]	○	○		○	○
Microsoft 365 A1[2]	○	○			
Microsoft 365 A3[1]	○	○	○	○	○
Microsoft 365 A5[1]	○	○	○	○	○
Windows Education A3[1]			○		
Windows Education A5[1]			○		

[1]Also included in Student Use Benefit

[2]Included via accompanying Office 365 A1

*Microsoft 365 is governed by the License Terms of the individual products and services comprising Microsoft 365, as modified by the License Terms in the Microsoft 365 Product Entry. For more information on Microsoft 365 and Office 365 Suites licensing channels and segment availability, refer to the Product Terms.

Appendix C: Change Log

Page	Topic	Change	Action	Date
28	AI Builder	Updated	Rate card update	February 2023
Various	Managed Environments	Updated	D365 requirement, within app context	February 2023
12, 17	Power Automate	New	Hosted RPA	January 2023
Various	Power Platform	New	Managed Environments	January 2023
Various	Power Pages	New	Power Pages	Nov 2022
24	AI Builder	Updated	Image Classification added to rate card	June 2022
Various	Power Platform	Clarified	Minor clarifications	May 2022
24	AI Builder	New	Service credit consumption rates by capability and operation listed	April 2022
20	Power Virtual Agents for Teams	Clarified	Chat sessions per user/24 hours	April 2022
5	Power Apps	New	Power Apps per app pay-as-you-go plan	March 2022
22, 23	Dataverse	New	Power Platform pay-as-you-go Dataverse capacity	March 2022
10, 17	Power Apps and Power Automate capacity add-on	Rebranded	Rebranded as Power Platform Requests add-on	Feb 2022
4, 5	Power Apps	New	AI Builder service credits	Dec 2021
5	Power Apps	New	Dynamics 365 Field Service use rights for work orders	Dec 2021
Various	Power Platform requests	Updated	Updated footnotes	Nov 2021
28	Appendix B	Updated	Dynamics 365 Intelligent Order Management added	Oct 2021
3, 4	Power Apps per app	Updated	Entitlements updated	Oct 2021
Various	WinAutomation	Updated	End of support	Oct 2021
8	Power Apps Portals	Updated	Channels for per login add-on	June 2021
11, 17	Power Automate	New	Process Advisor	June 2021
Various	Microsoft Dataverse	Updated	Terminology change from entities to tables	May 2021
19	Power Virtual Agents	New	Power Virtual Agents use rights included with Dynamics 365 applications	May 2021
Various	Subscription capacity	Updated	Power Apps and Power Automate	May 2021
Various	Daily API request limit	Rebranded	Rebranded as Power Platform requests	May 2021
Various	Power Virtual Agents	Clarified	Daily API request limit	April 2021
7	Power Apps portals	Clarified	End user type	March 2021