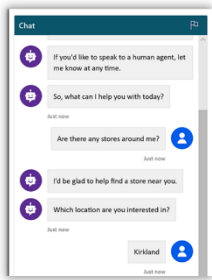Microsoft

Licensing Power Virtual Agents

Introduction to Power Virtual Agents

Power Virtual Agents enable organizations to create their own chatbots to respond rapidly to customers and employee needs, resolving common issues and answering questions around the clock.

Power Virtual Agents app in Teams

Power Virtual Agents is available as an app within Microsoft Teams to create chatbots that answer questions posed by other employees or team members. Users can create no-code or low-code chatbots using an easy-to-use graphical interface, if they are licensed with one of the following User SLs:

- Office 365 E1, E3, E5, F3
- Microsoft 365 E3, E5, F3
- Microsoft 365 Business Basic, Standard, Premium
- Office 365 A3, A5
- Microsoft 365 A3, A5

Licensing Power Virtual Agents standalone

To deploy a bot in a channel outside of Teams (in a website or Facebook, for example), organizations must acquire standalone licenses for Power Virtual Agents
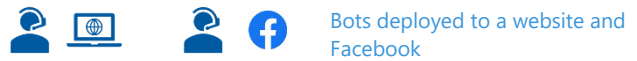
Purchase a Power Virtual Agents base license

- $1,000 per tenant per month
- 2,000 chat sessions per tenant per month

CHAT SESSION FOR VIRTUAL AGENT
$450

POWER VIRTUAL AGENTS
$1,000

Northwind Traders

Bot creators

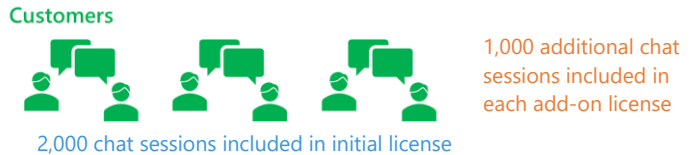Power Virtual Agents per User $0

Power Virtual Agents per User $0

Acquire Power Virtual Agents per User licenses

- A $0 SKU which is required for all users who will create and manage bots
- Assigned in the Microsoft 365 Admin Center

Bots deployed to a website and Facebook

Purchase Chat Session for Virtual Agent Add-on licenses

- $450 per tenant per month
- 1,000 additional chat sessions per tenant per month
- Organizations should license for peak capacity since unused chat sessions do not carry over between months

Customers

1,000 additional chat sessions included in each add-on license

2,000 chat sessions included in initial license

Comparing Power Virtual Agents licensing options

	Power Virtual Agents app for Teams	Power Virtual Agents standalone license
Create and maintain chatbots	Deploy in Teams only	Deploy in all channels
Chat sessions	Unlimited	2,000
Create flows in context of Power Virtual Agents chatbots	Automated, instant, and scheduled flows	Automated, instant, scheduled, and business process flows
Connect to data	Via Standard connectors	Via Standard, Premium and custom connectors, and on-premises data gateway
Store and manage data	Dataverse in Teams	Dataverse
Dataverse capacity included	None	Database capacity – 10GB File capacity – 20GB Log capacity – 2GB

Additional resources

The Power Apps, Power Automate and Power Virtual Agents Licensing Guide is an excellent resource. It is updated frequently and can be found here: https://bit.ly/2LNyW8F.
The Power Apps, Power Automate and Power Virtual Agents Licensing deck is useful for further information and can be found here: https://bit.ly/3pTocVS. Note that PartnerSource access is required to access this deck.