



Azure Meetup

TORINO



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RETELIT GROUP



TORINO

#GlobalAzureTorino



Copilot for Microsoft 365 Technical Overview

Roberto Ferazzi

• Cloud Solution Architect Modern Work @Microsoft

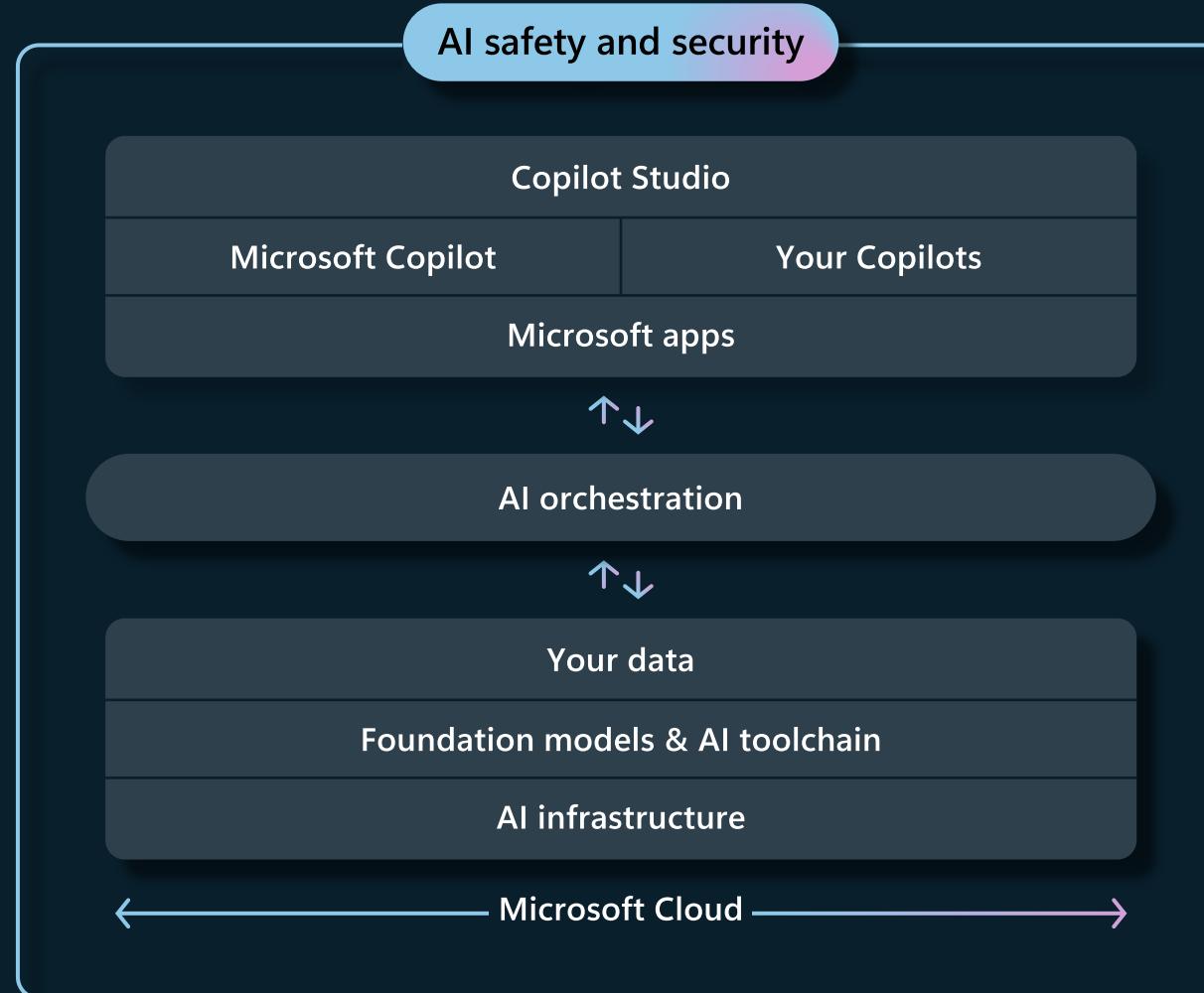


INTR3

TD SYNNEX

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Copilot stack



Microsoft's AI Principles



Fairness



Reliability
& Safety



Privacy &
Security



Inclusiveness



Transparency



Accountability

Microsoft Cloud —
AI you can trust

Your data is **your** data.

Your data is **not** used to train
the OpenAI foundation models
without permission.

Your data is **protected** by the
most comprehensive enterprise
compliance and security controls.

What is Copilot for Microsoft 365



Copilot for Microsoft 365

Natural language



Large Language
Models

+



Microsoft Graph
- your data -

+



Microsoft
365 Apps

+



The
web



Copilot for Microsoft 365

Built on Microsoft's **comprehensive** approach



Security

+



Compliance

+



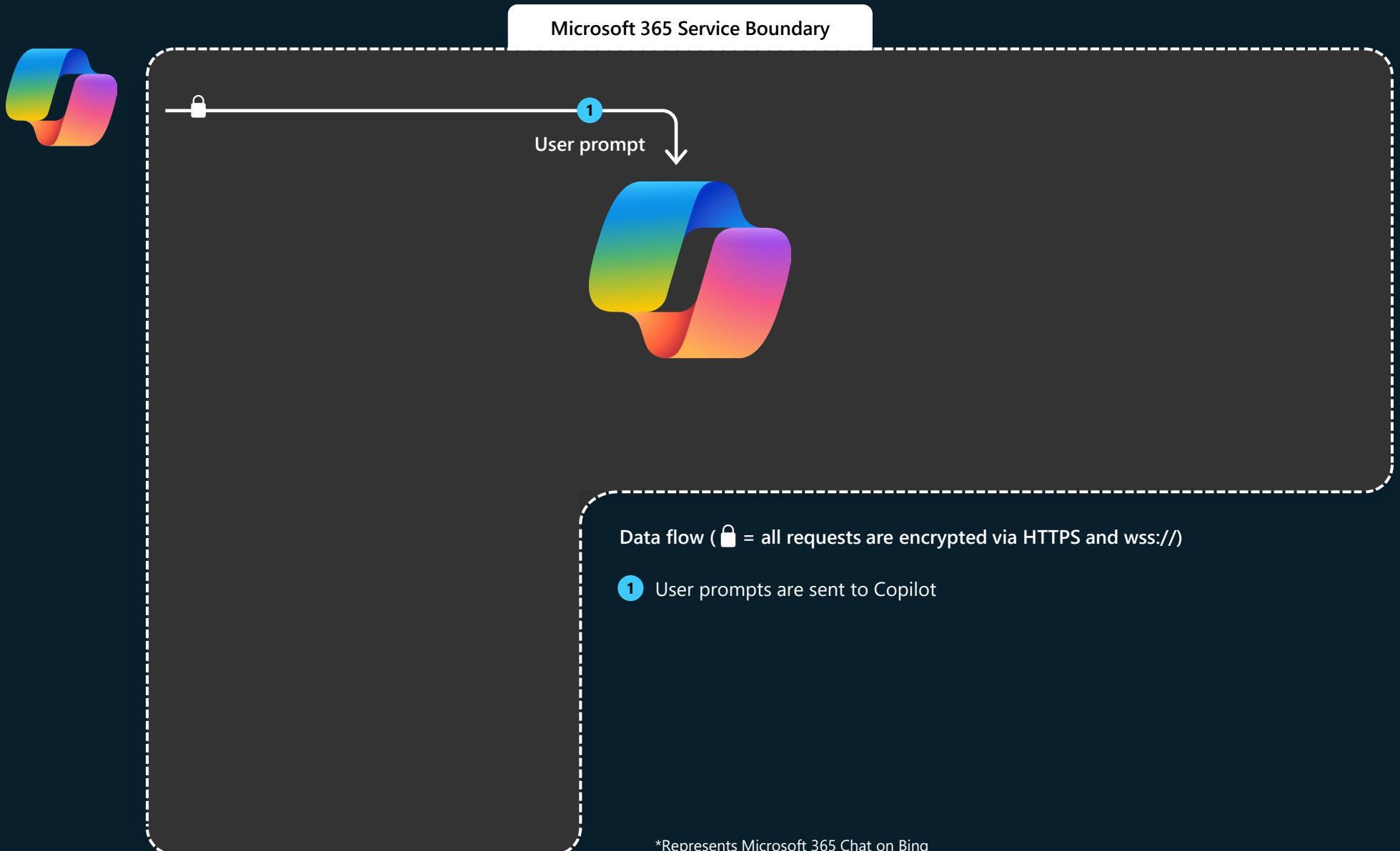
Privacy

+

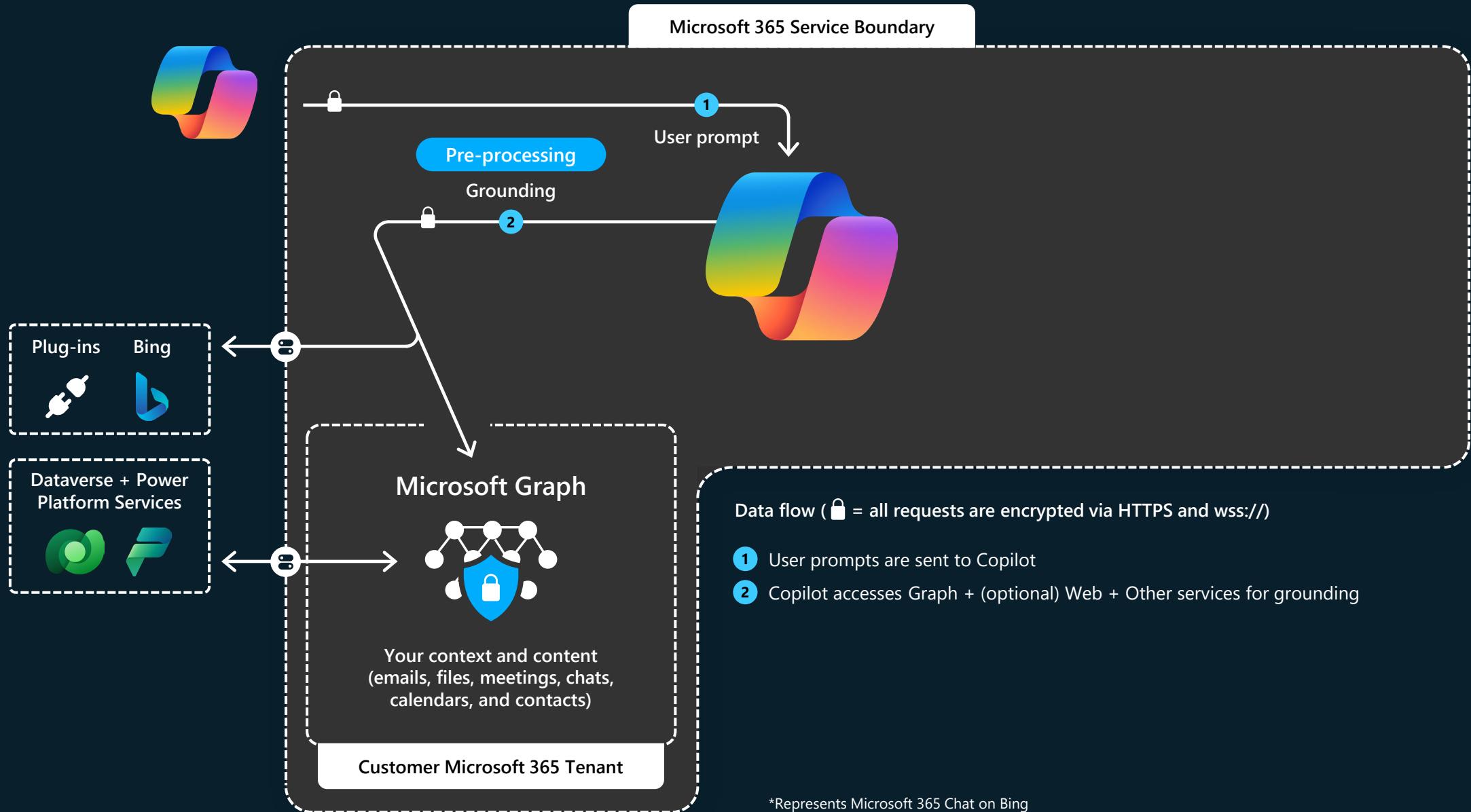


Responsible AI

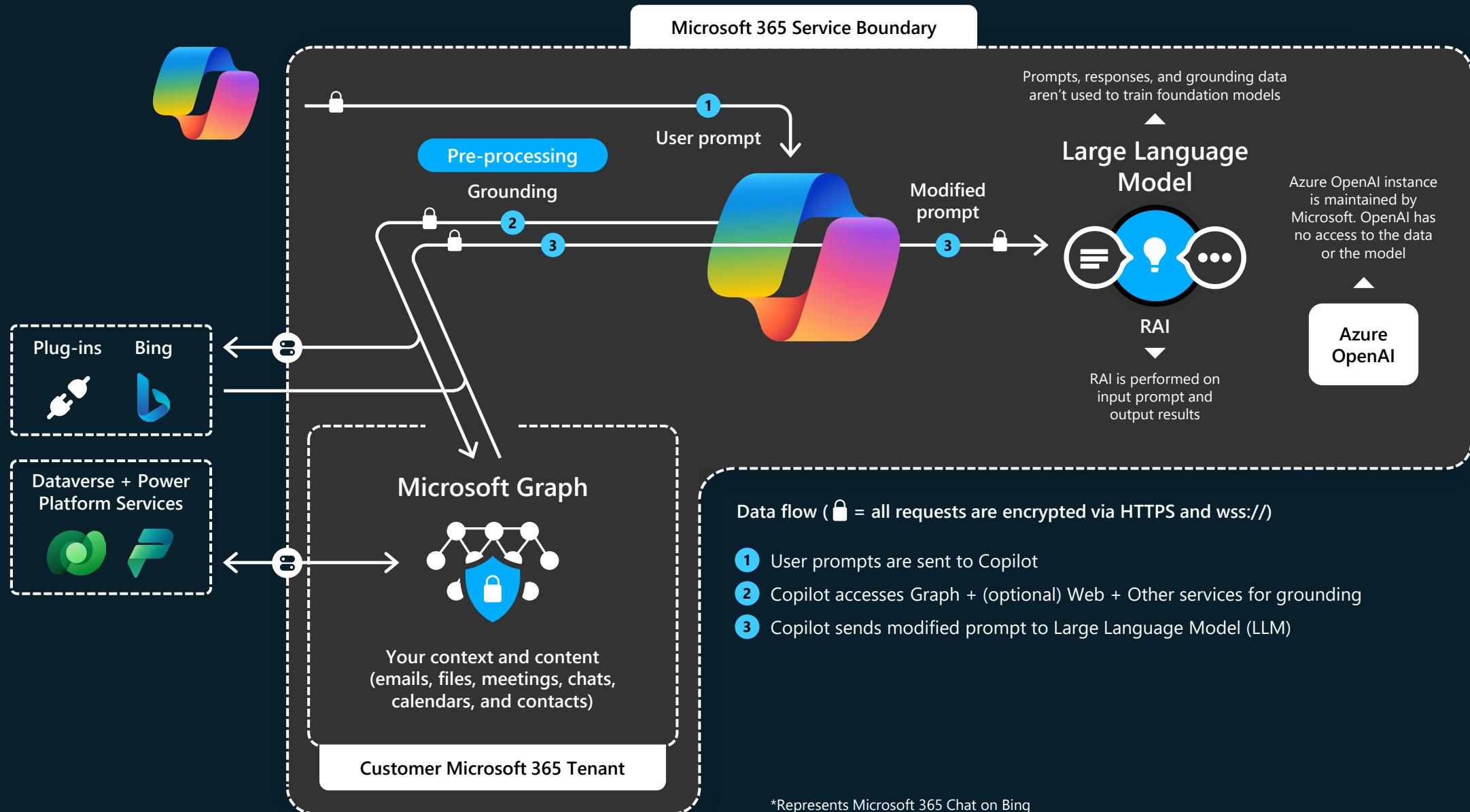
Microsoft Copilot for Microsoft 365 architecture



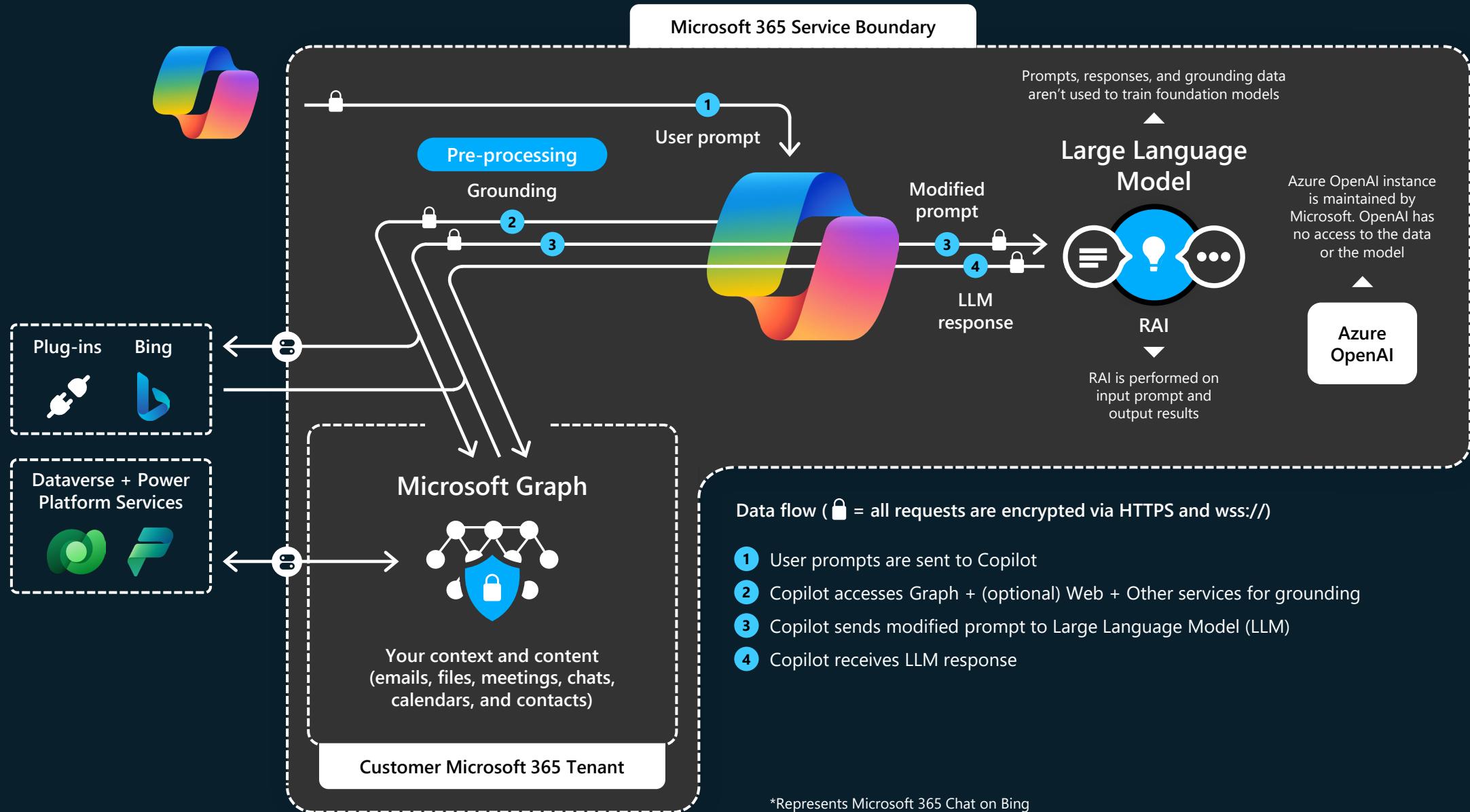
Microsoft Copilot for Microsoft 365 architecture



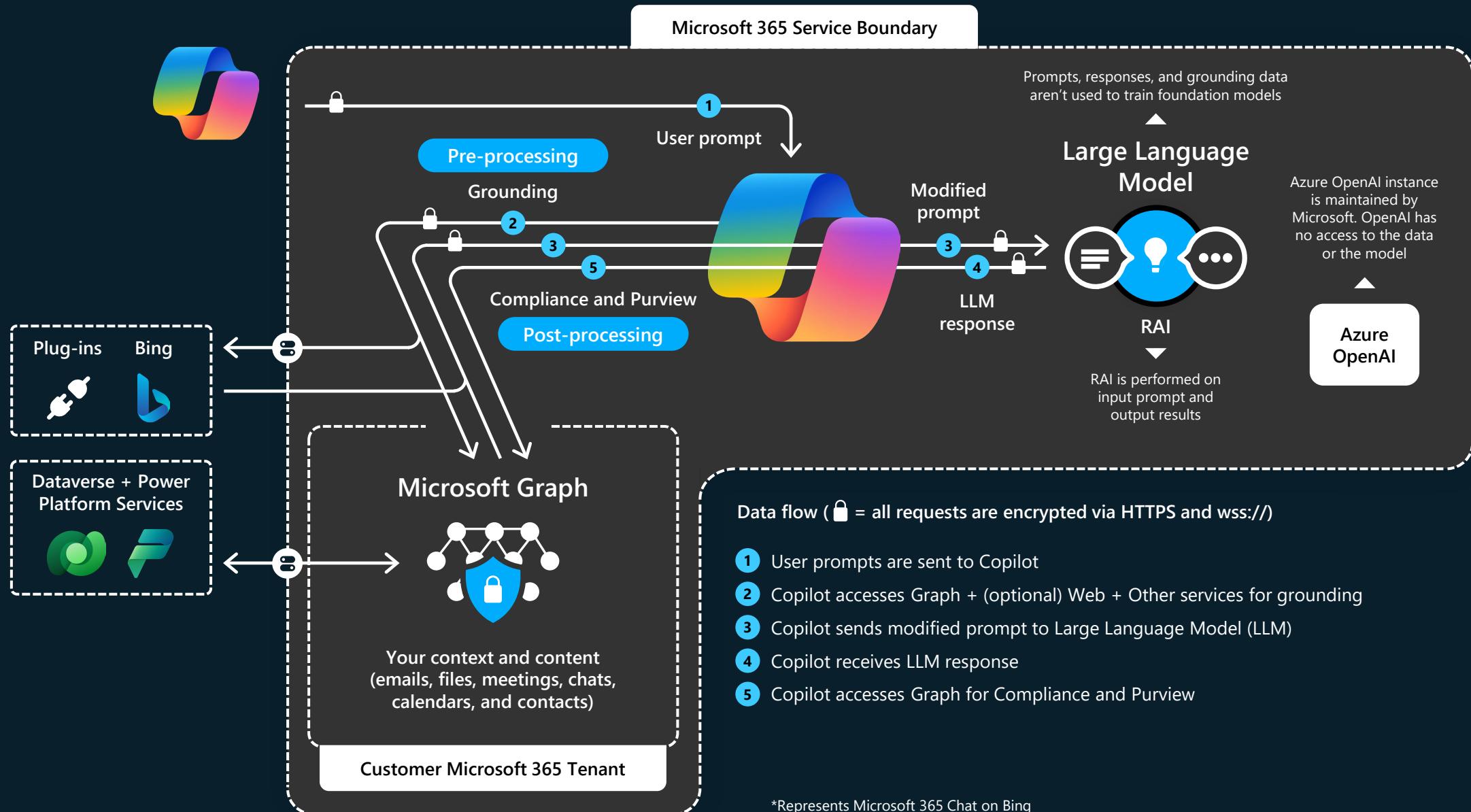
Microsoft Copilot for Microsoft 365 architecture



Microsoft Copilot for Microsoft 365 architecture

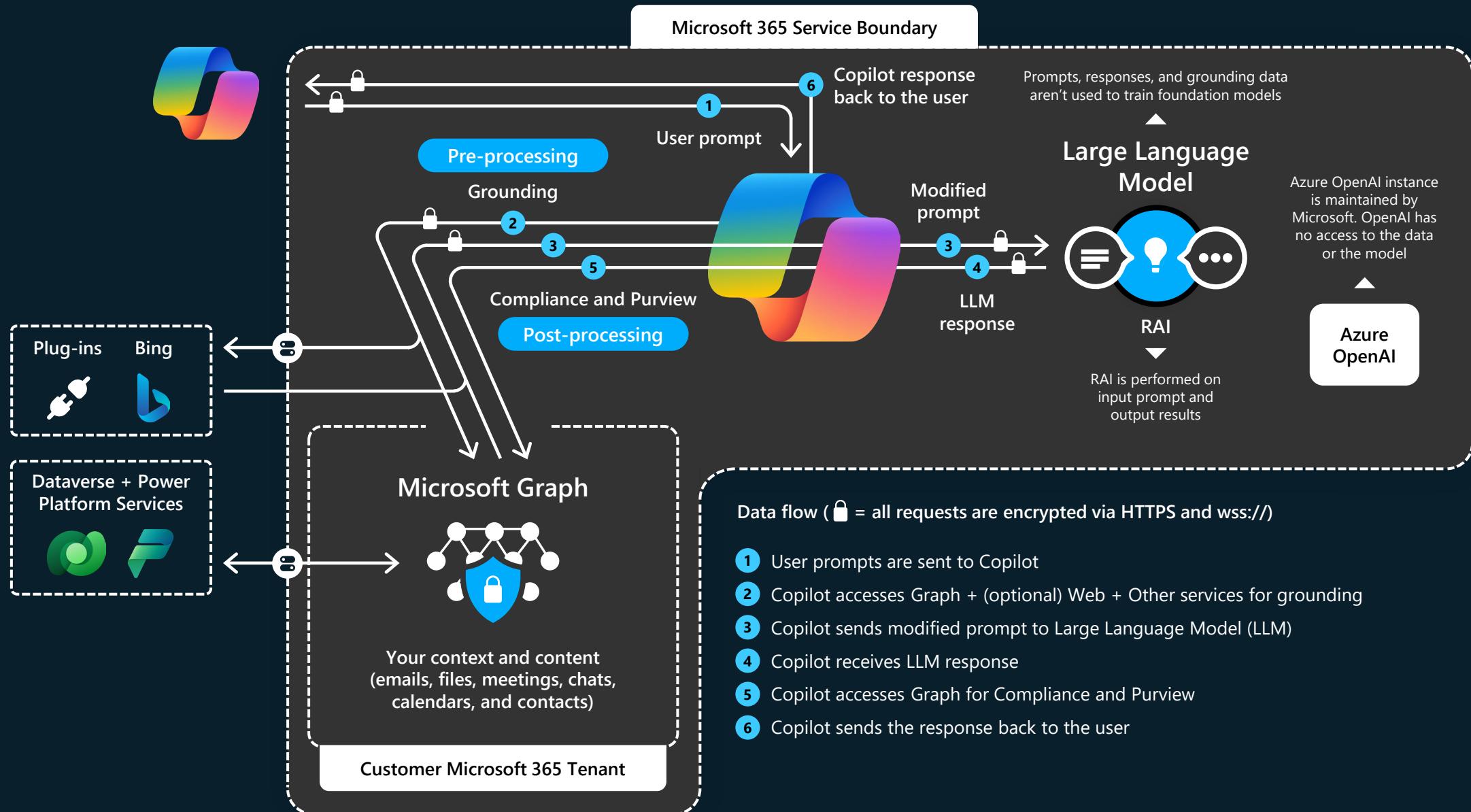


Microsoft Copilot for Microsoft 365 architecture



*Represents Microsoft 365 Chat on Bing

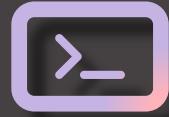
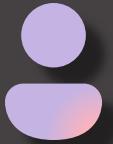
Microsoft Copilot for Microsoft 365 architecture



Retrieval Augmented Generation

Search finds grounding data

We don't "train" on your tenant data

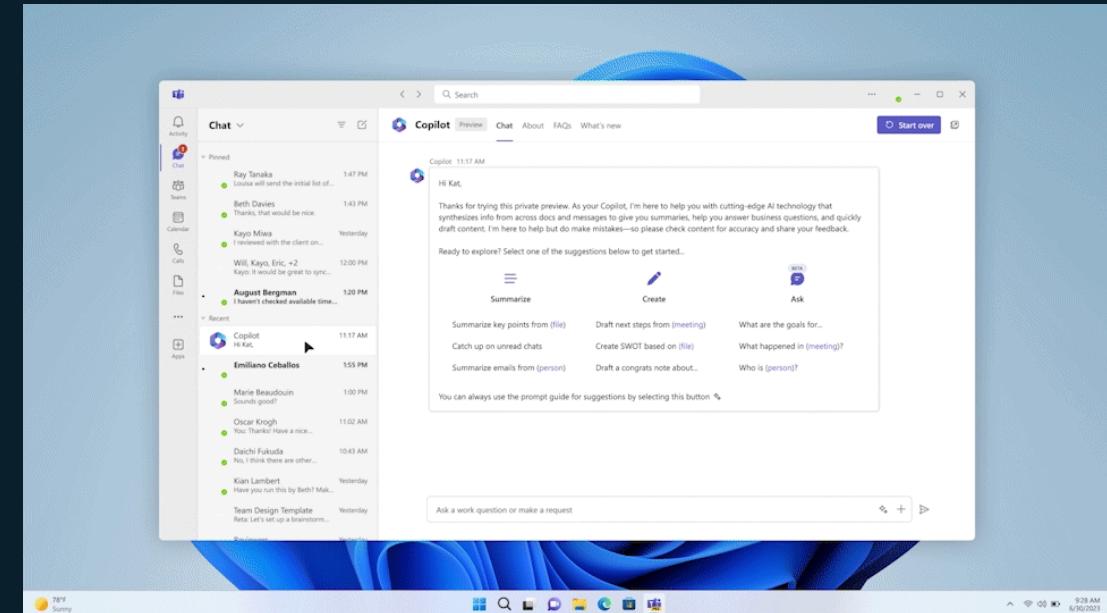
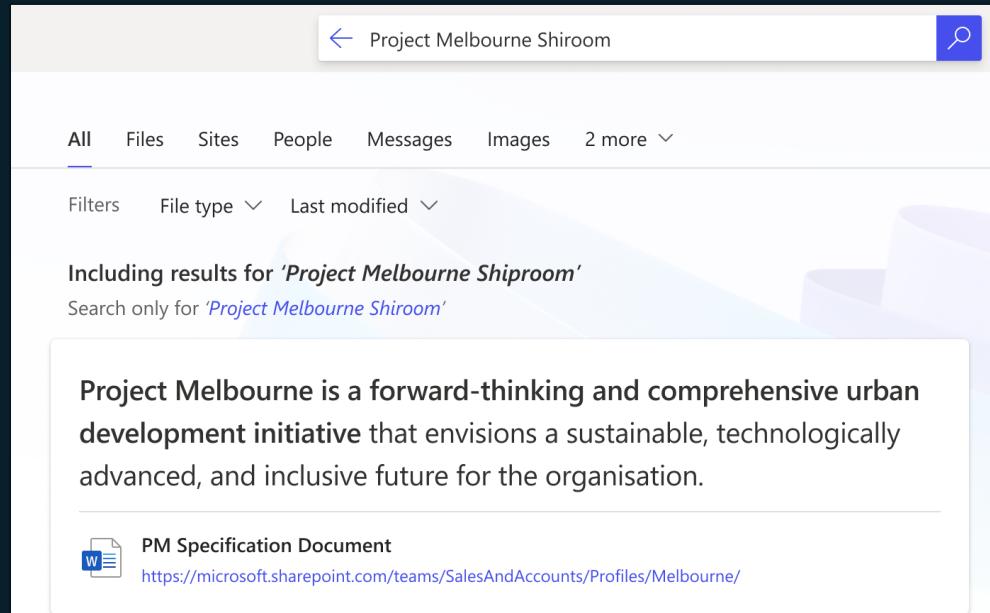


User prompt + Grounding data + Chat history + System prompt

Grounding demo

Data Retrieval and the Semantic Index

Semantic Index for Copilot Overview



Uses conceptual understanding to determine your intent and help you find what you need

Enables Microsoft 365 Copilot to deliver relevant, actionable responses to prompts – and do so in a secure, compliant, privacy-preserving way.

Semantic Index for Copilot Search Improvements

keyword matched
results & suggestions

closest matched content
ranked in order

last modified date and
person adds relevance

document summary
provides context

The screenshot shows a search interface for 'Project Melbourne Shiroom'. The search bar contains the query 'Project Melbourne Shiroom'. Below the search bar are filters for 'All', 'Files', 'Sites', 'People', 'Messages', 'Images', and '2 more'. A 'Did you mean' suggestion for 'project melbourne show room?' is displayed. The search results list several items:

- Melbourne - Upcoming Workshops** (Project Melbourne) - Modified by Jodine Lingle on 1 March 2020. Description: Project Melbourne is an ambitious and innovative endeavour aimed at transforming the technology...Project Melbourne focuses on lev...
- Blog Strategy - Project Melbourne** (Project Melbourne Blog) - Modified by Youngji Kim on 12 October 2022. Description: ...address key challenges faced by hybrid work. The blog strategy envisions a holistic approach that integrates various aspects of...
- Melbourne phase 3 office build out** (Melbourne Office) - Modified by Clodagh Fitzpatrick on 25 March 2017. Description: Sustainability is a key pillar of the Melbourne office. We should aim to reduce carbon emissions, enhance energy efficiency, and promote renewable energy sources throughout...
- Facts About Melbourne** (Time and Places) - Modified by Jodine Lingle on February 16, 2018. Description: Founded in 1975, **Melbourne** is the worldwide leader in manufacturing, sales, services, devices and solutions that help...
- A New Life for Old Projects** (DCX Managed Service)

Without Semantic Index for Copilot

The screenshot shows the same search interface for 'Project Melbourne Shiroom' but with semantic indexing enabled. The search bar still contains 'Project Melbourne Shiroom'. The search results now include additional context and generated content:

- Including results for 'Project Melbourne Shiproom'** - A note indicating the search results include the corrected spelling 'Project Melbourne Shiproom'.
- Project Melbourne is a forward-thinking and comprehensive urban development initiative that envisions a sustainable, technologically advanced, and inclusive future for the organisation.** (Project Melbourne) - Modified by Jodine Lingle on 1 December 2021. Description: Project Melbourne is an ambitious and innovative endeavour aimed at transforming the technology...Project Melbourne focuses on lev...
- PM Specification Document** (<https://microsoft.sharepoint.com/teams/SalesAndAccounts/Profiles/Melbourne/>)
- PM Shiproom June 2023** (Project Melbourne) - Modified by Karin Blair on 5 days ago. Description: Project Melbourne is an ambitious and innovative endeavour aimed at transforming the technology...Project Melbourne focuses on lev...
- Frequently Asked Questions**
- What are the dependencies on Project Melbourne?**
- When is project Melbourne expected to finish?**
- What is the budget for project Melbourne?**

With Semantic Index for Copilot

autocorrected spelling of
organizational jargon

informative answers
directly from content

more relevant results,
based on search intent

enhanced content
sharing insights

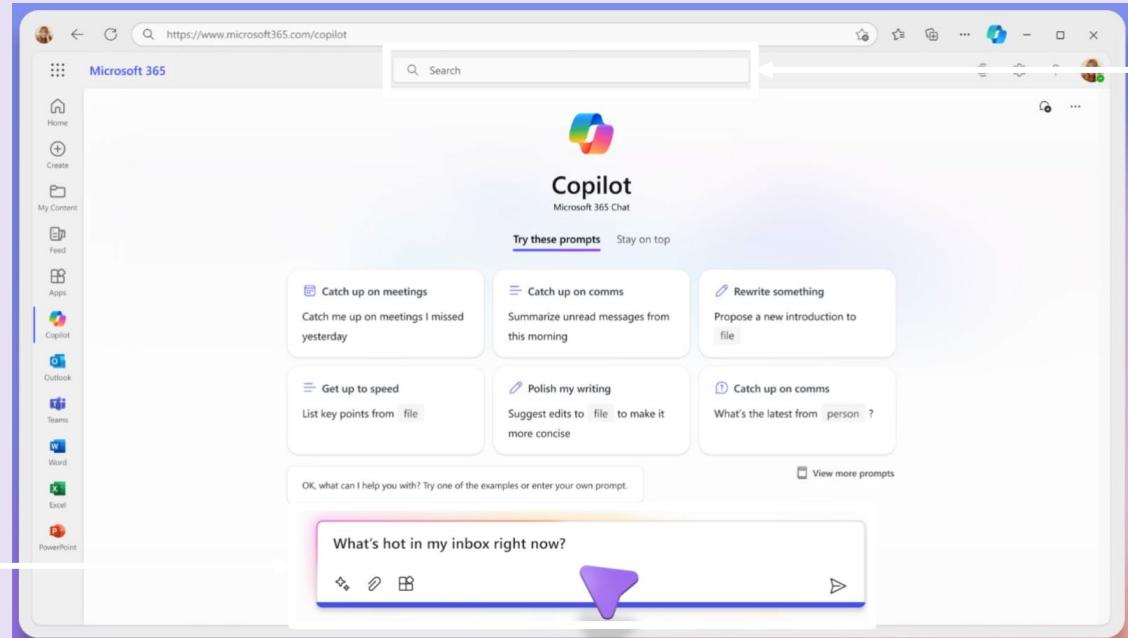
AI generated questions
and answers on topic

Interacting with the semantic index

Microsoft Copilot

Enables Microsoft Copilot
Graph-grounded chat to deliver
relevant, actionable responses
to prompts – and do so in a
secure, compliant, privacy-
preserving way.

available for Copilot for Microsoft 365 users



Microsoft Search

Uses conceptual
understanding to determine
your intent and helps you find
what you need in Teams,
SharePoint and the M365 app.

coming soon for selected Microsoft 365 SKU's

What do we index?

User level index

One index per user, in their mailbox

Indexes email and text-based documents shared, interacted with, commented on, @mentioned in

Tenant level index

One index, controlled at runtime by ACL via the Microsoft Graph

Indexes SharePoint text-based documents shared with 2 or more people via site and connectors file-like item (MediaWiki, Intranet)

Supported file types:

- Word documents (doc/docx)
- PowerPoint (pptx)
- PDF
- Web pages (aspx)
- OneNote (one)

Administrative options

The image contains two side-by-side screenshots of Microsoft 365 admin center pages.

Left Screenshot: Shows the "Search and Offline Availability" section under "Site Settings". A red box highlights the "Allow this site to appear in search results?" field, which has the "No" option selected. The "Yes" option is also visible.

Right Screenshot: Shows the "Search & intelligence" page. A red box highlights the "Item insights" section. It describes item insights as recommendations for people based on their collaborative work in Microsoft 365. It includes a "Learn more about item insights" link and a "Change settings" button.

Excluding Content

SharePoint Online

Exclude SharePoint Online files
Applies to semantic index & keyword search

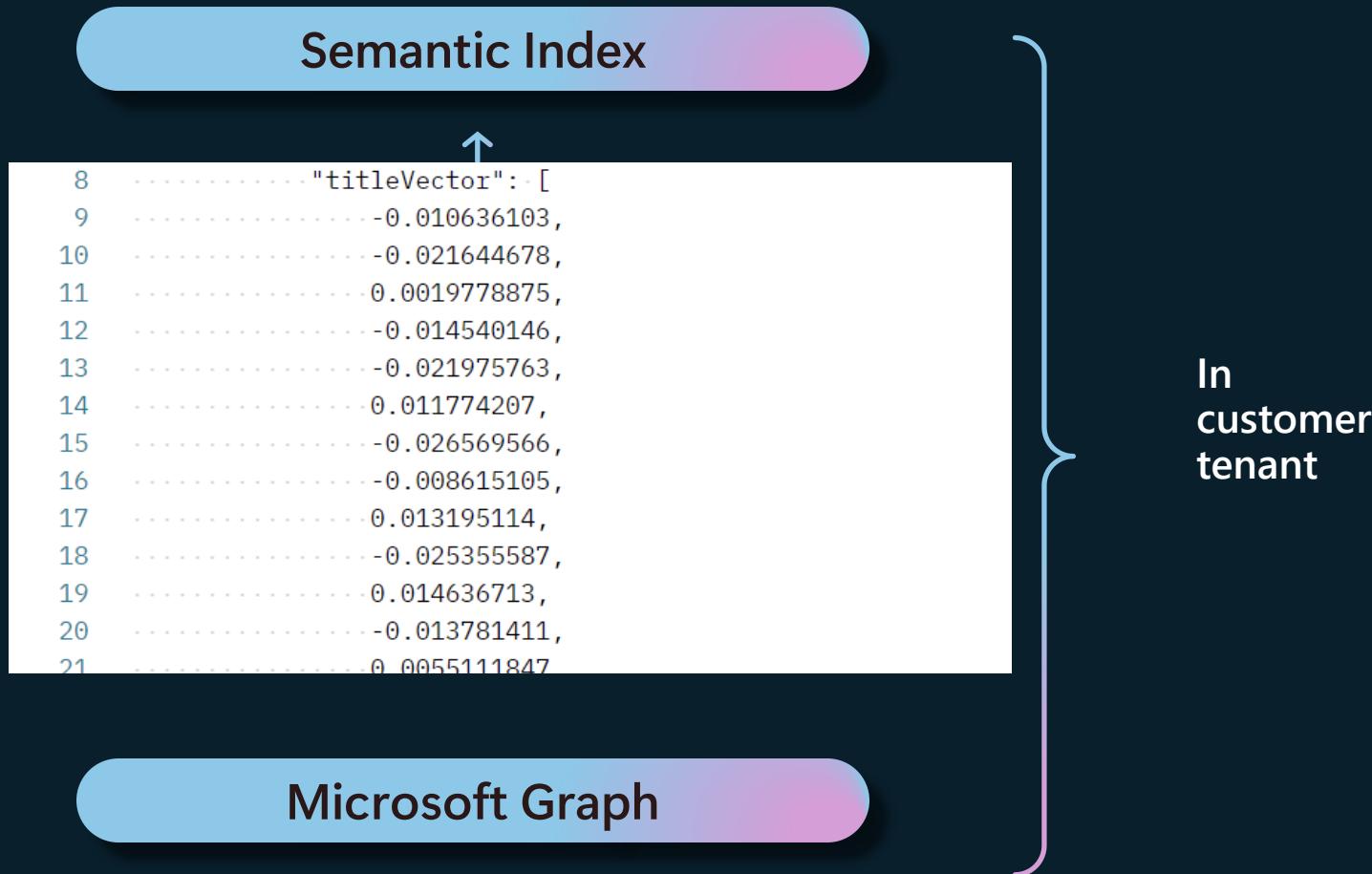
Controls

Microsoft 365 admin center

Item insights shows connections to people
Reduced experience if disabled
Affects user experience, not the index

Inside the semantic index

- Tenant-wide and user-scoped vector indices
- User and tenant signals & relationships
- Semantics and similarities around content and users
- Ranking and relevance
- Security and permissions
- Across documents, chats, emails, people, projects, meetings, & more



How it works

Vector index creation

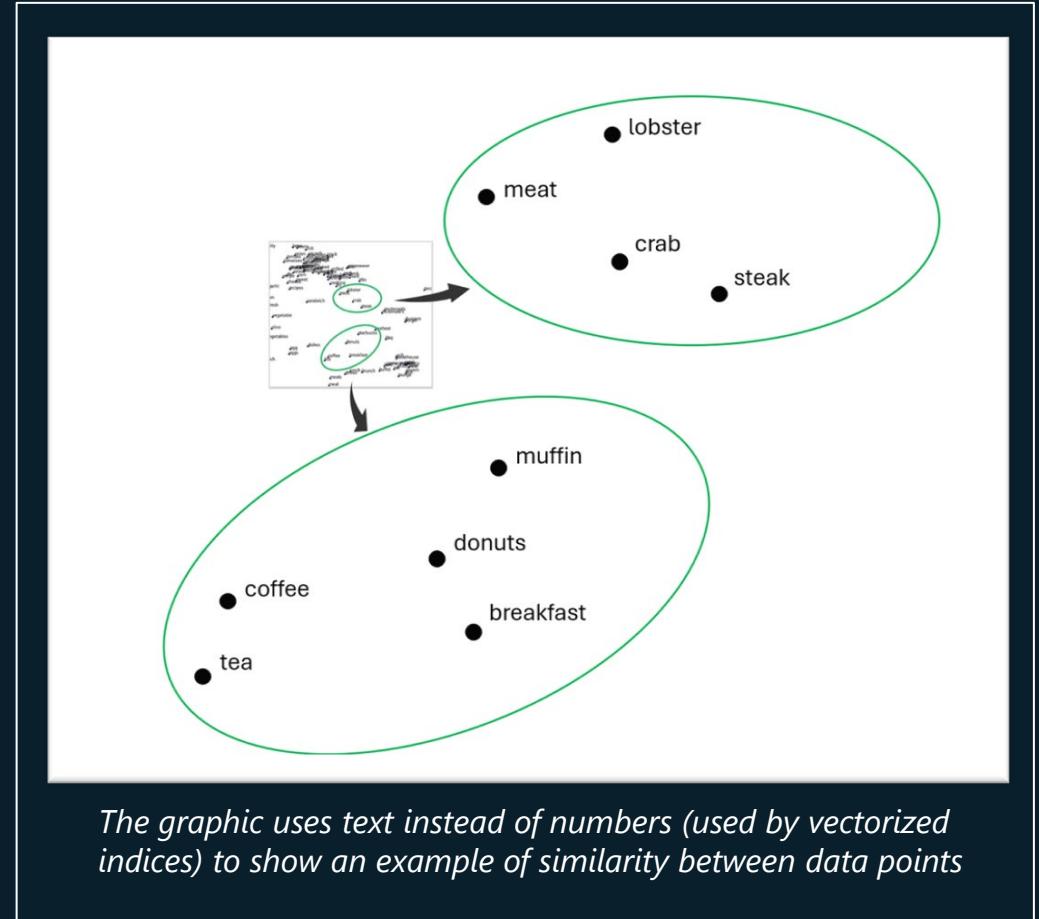
- The semantic index can find the most similar or relevant data by creating a vector index for each user and tenant.

How do vectors work?

- A vector is a numerical representation of a data point (e.g., word, image or pixel) & is arranged with close numbers placed in proximity to one another to represent similarity.
- Vectors are stored multi-dimensional spaces where semantically similar data points are clustered together in the vector space, enabling Microsoft 365 to handle a much broader set of search queries beyond “exact match”.

Benefits

- This approach provides for fast and accurate similarity search and retrieval of data based on their vector distance or similarity.



Embeddings make it possible to map content to a “semantic space”

A neutron star is the collapsed core of a massive supergiant star

A star shines for most of its active life due to thermonuclear fusion.

A black cat is crossing the road



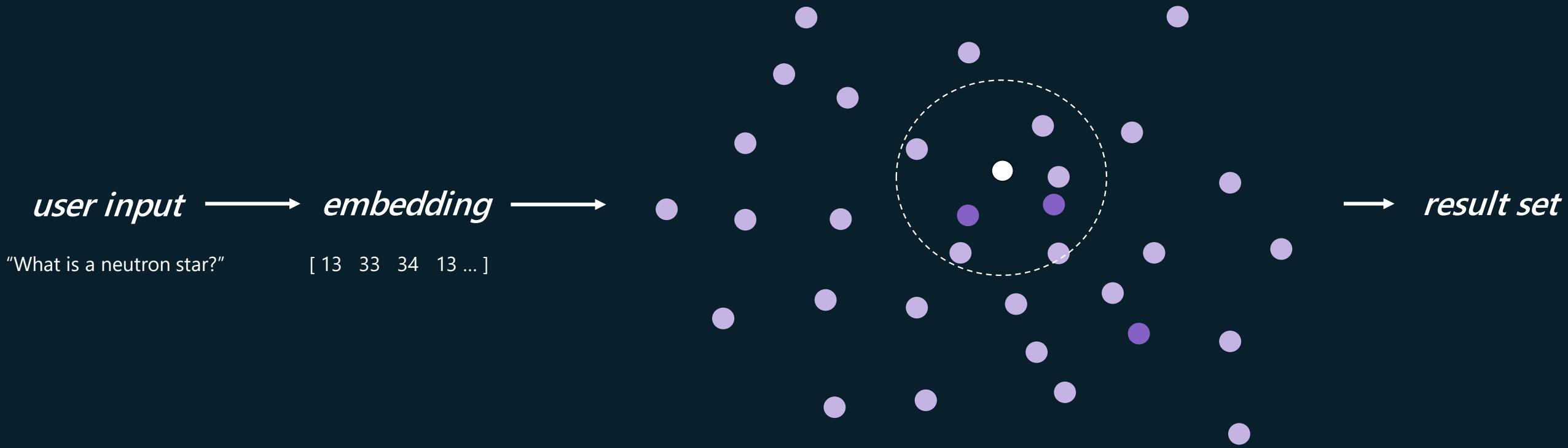
[15 34 24 13 ...]

[16 22 89 26 ...]

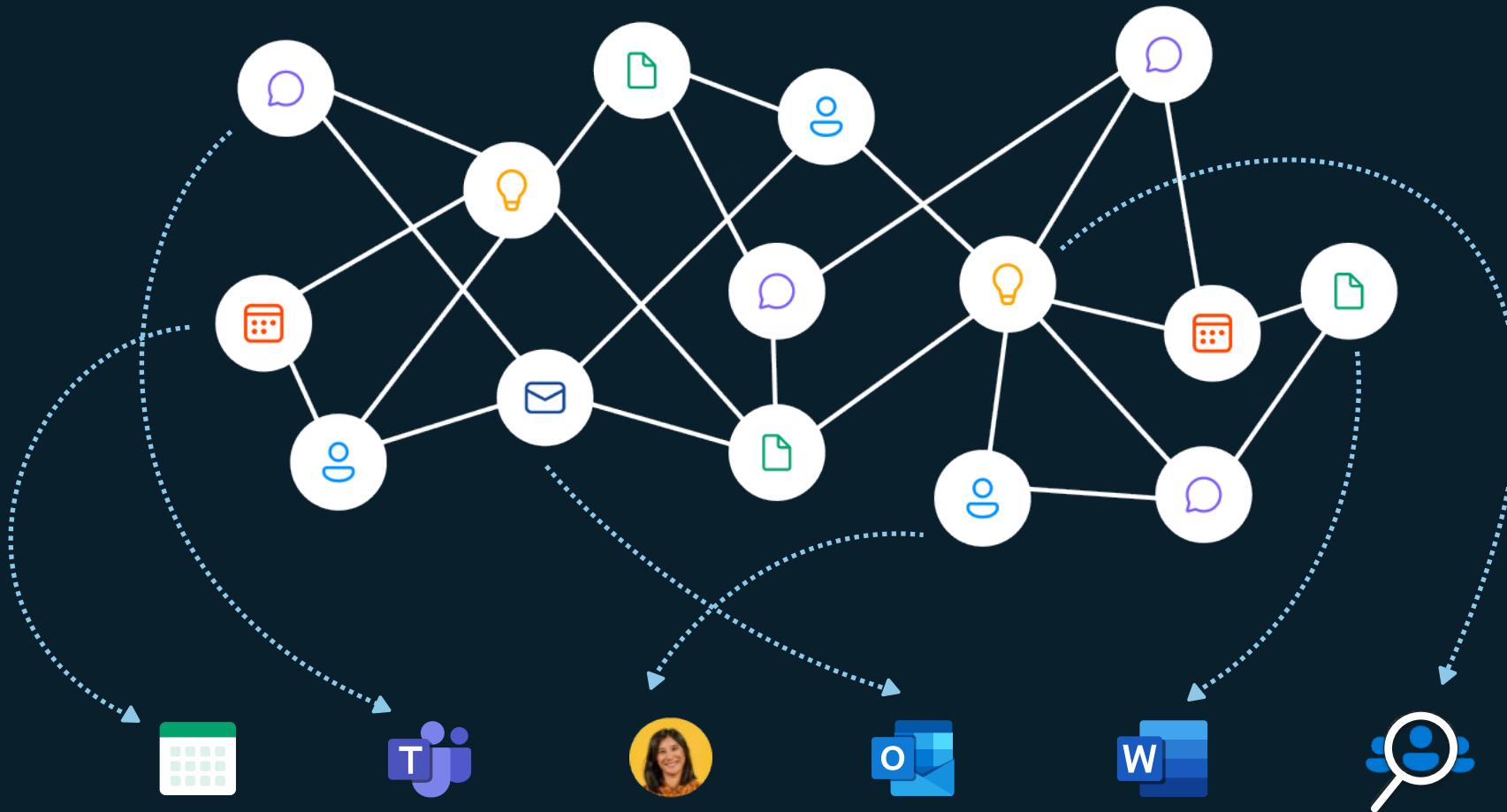
[75 42 31 45 ...]

Similarity Search with embeddings

Once you encode your content as embeddings, you can then get an embedding from the user input and use that to find the most semantically similar content.



Microsoft Graph



Knowledge & Insights via Microsoft Search

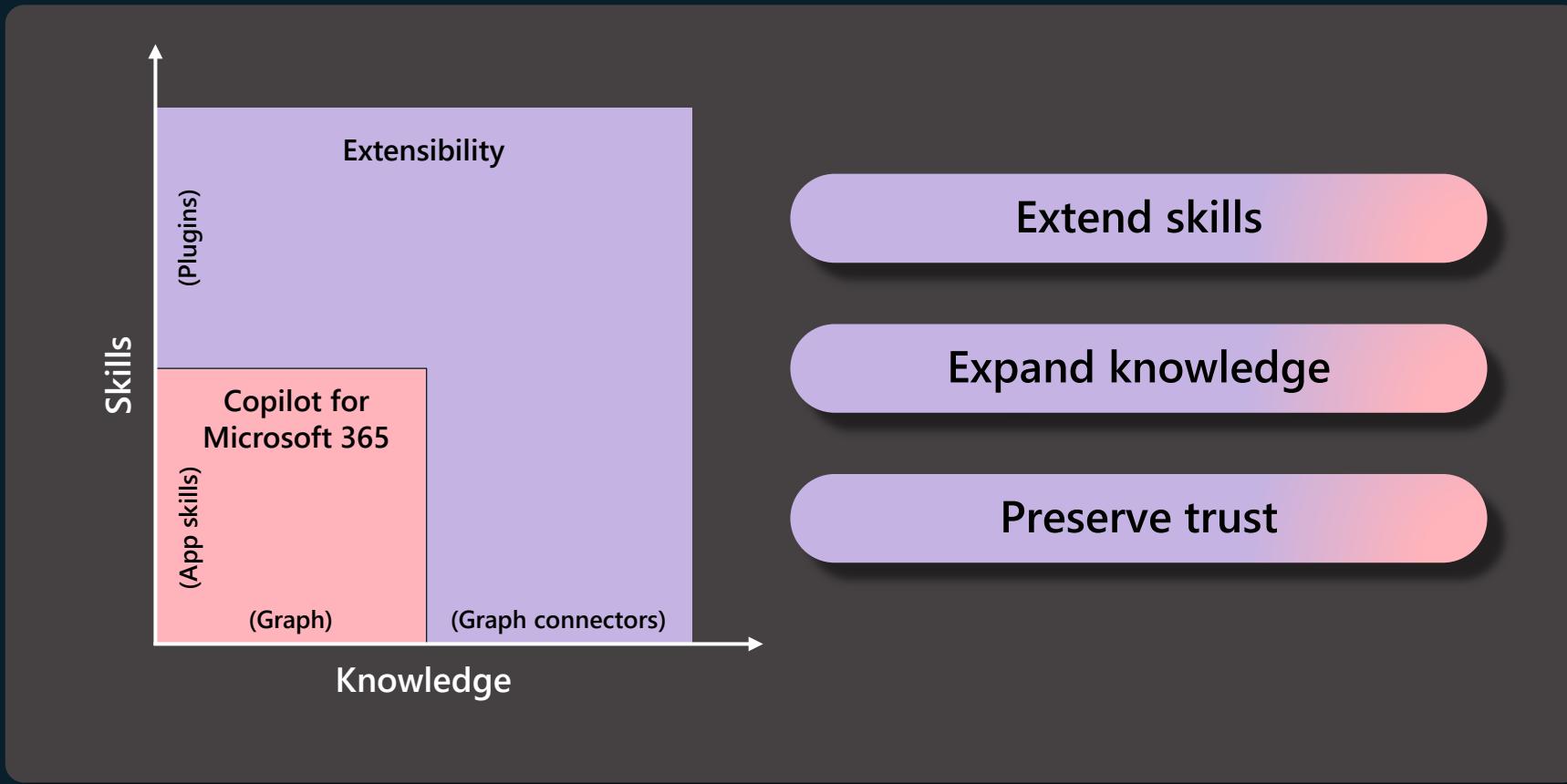
Embeddings for all Microsoft 365 entities

Embeddings demo

Extensibility

Extend & customize Copilot

Extending and customizing Copilot experiences enables you to expand your organization's AI-powered productivity, skills, and creativity



Ways to extend

Use existing integrations or build new ones to customize your organization's AI-powered capabilities

Skills

Plugins

Plugins are API definitions designed to add skills to an instance of a language model.

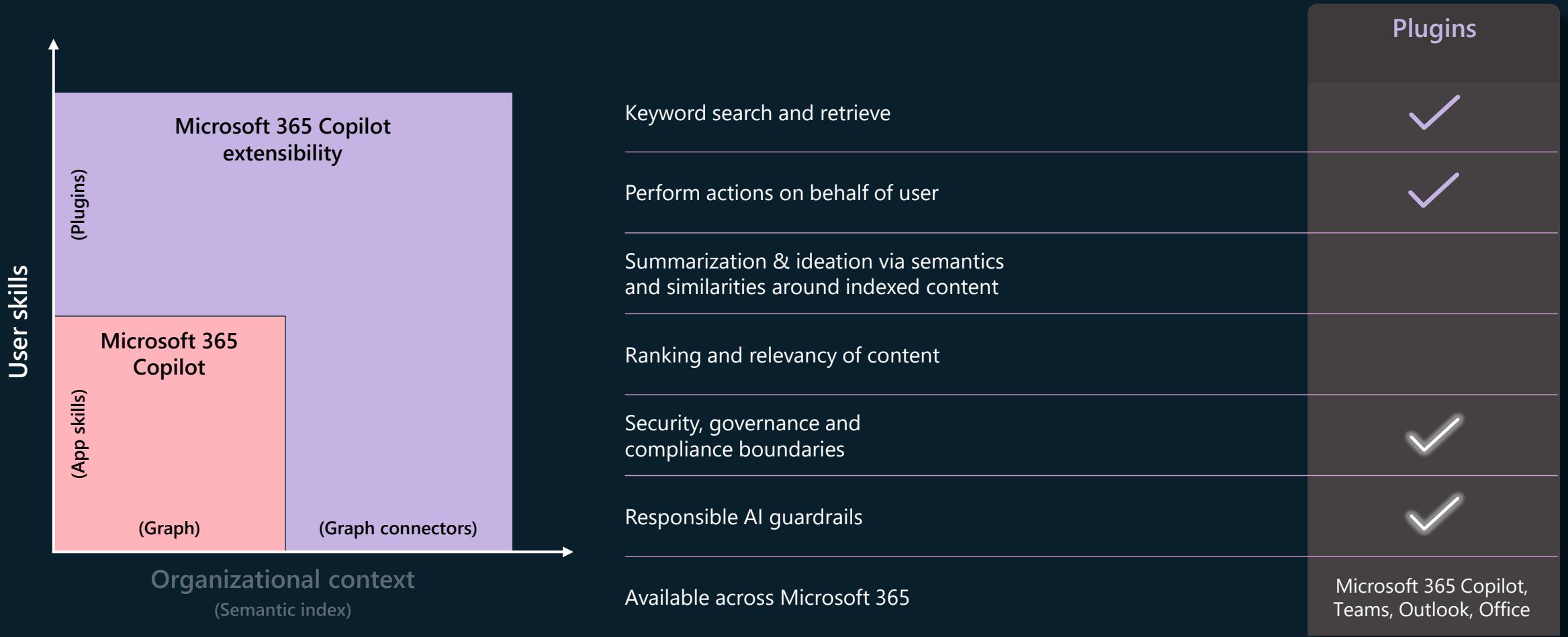
Knowledge

Microsoft Graph connectors

Graph Connectors allow you to connect and index your organization's data from external data sources to Microsoft Graph.

Expand your organization's knowledge with plugins

Ground Copilot in more of your organization's content + data to create even deeper insights and connections



The value of plugins

Plugins

1

Connect Copilot to third-party applications

2

Retrieve real-time business data

3

Assist users with actions using rich customizable adaptive cards

4

Reuse existing investments from the Microsoft ecosystem or build new

Microsoft Graph connectors

1

Access enterprise knowledge from 3rd party data sources, whether on-prem or in the cloud

2

Ingest content into Microsoft Graph enhancing Copilot's grounding layer

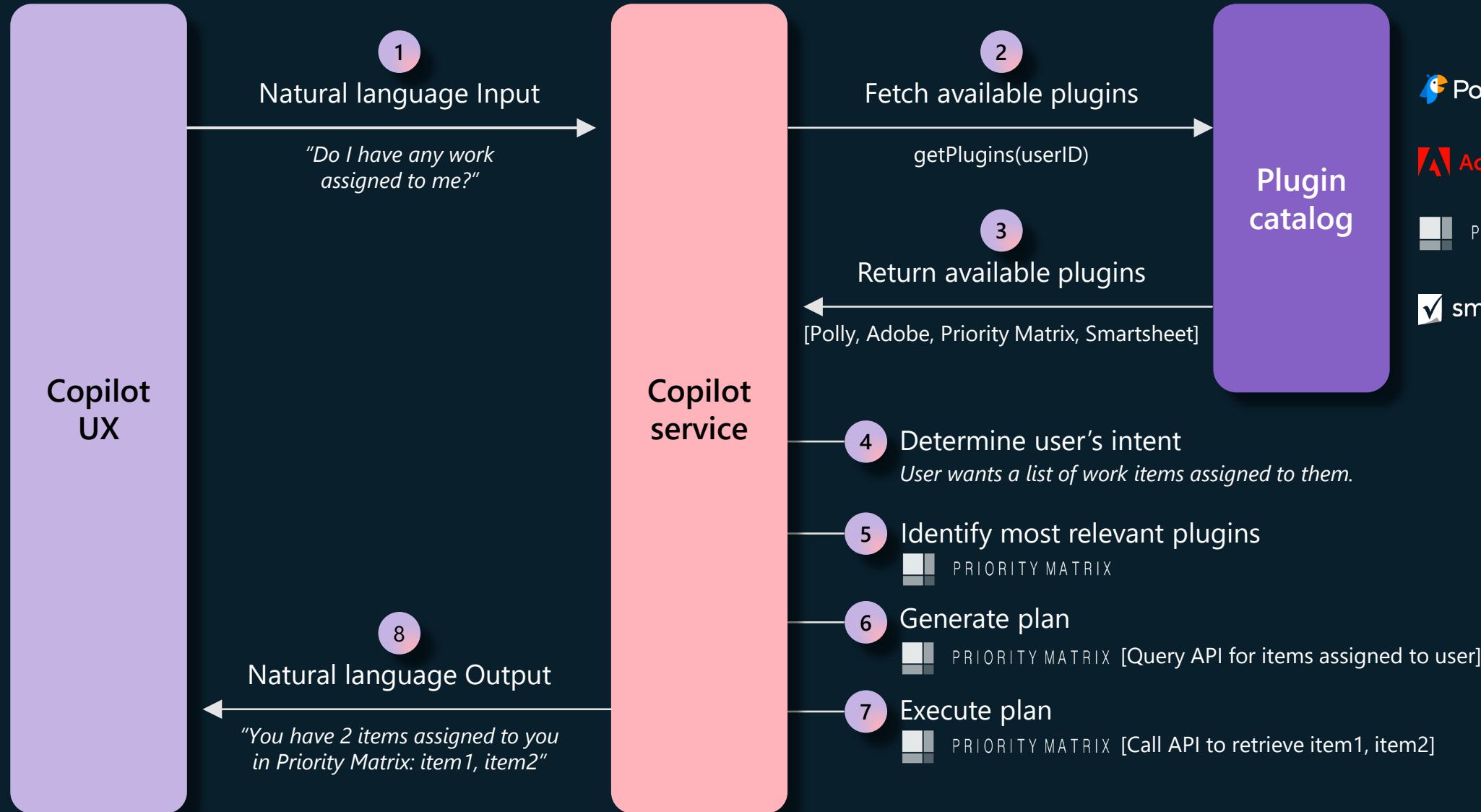
3

Discover content across Copilot, Microsoft Search, Context IQ, Microsoft 365 app

4

Data is protected by the same security and compliance policies that apply to Microsoft 365 data

Plugins



Extend and customize Microsoft Copilot

Pro Code



Visual Studio

Visual Studio Code

Low Code



Microsoft Copilot Studio



Activity

Chat

Teams

Calendar

Calls

Files

...

Apps

Chat

Pinned

Copilot 9:16 AM

Cassandra Dunn 7:27 AM

Aadi Kapoor 5:21 AM

Eric Ishida 11:40 AM

Recent

Cortex Framework 4:41 PM

Will Little 3:45 PM

Marie Beaudouin 1:21 PM

Hillary Reyes 1:07 PM

Charlotte and Babak 11:48 AM

Reta Taylor 11:40 AM

Joshua VanBuren 10:29 AM

Daichi Fukuda 10:20 AM

Kadji Bell 10:03 AM

Search

...

Start over

Give me the list of Adatum website change management procedures

Copilot 11:18 AM

Here is the list of Adatum website change management procedures:

- Update the site logo and display the changes to the live website during a scheduled maintenance window. [1](#)
- Monitor website performance to ensure no performance or stability issues. [1](#)
- Have a rollback plan in case of issues during or after deployment. [1](#)
- There should be a pre-approval from IT team for any website changes. [2](#)
- All changes should be done during scheduled maintenance window. [2](#)
- The next scheduled maintenance window for Adatum website is 5th June, 2023. [3](#)

[Copy](#)

> 3 references

AI-generated content may be incorrect

11:17 AM

Create a ticket to track changes outlined above, due by maintenance date

Copilot 9:16 AM

OK...

Stop generating

Ask a work question, make a request, or type / for suggestions.

Activity

Chat

Teams

Calendar

Calls

Files

...

Apps

Chat

Pinned

Copilot 9:16 AM Hi Daniela, Here is a summary of Con...

Cassandra Dunn 7:27 AM Ok. I'll send an update later

Aadi Kapoor 5:21 AM You: Great work!

Eric Ishida 11:40 AM Sure, I'll set something for next week t...

Recent

Cortex Framework 4:41 PM Kayo: The review went really well! Can't wal...

Will Little 3:45 PM I don't see that being an issue, Can you ta...

MB 1:21 PM Marie Beaudouin Ohh, I see, yes let me fix that!

Hillary Reyes 1:07 PM Haha!

Charlotte and Babak 11:48 AM Charlotte: The client was pretty happy with...

Reta Taylor 11:40 AM Ah, ok I understand now

Joshua VanBuren 10:29 AM Thanks for reviewing

DF 10:20 AM Daichi Fukuda You: Thank you

Kadji Bell 10:03 AM You: I like the idea, let's pitch it!

Copilot Chat About FAQs What's new

Start over

Contoso Create a ticket

Title: Track changes outlined in Adatum website change management procedures

Select project: Adatum Management / CMP 33

Assigned to: Amanda Brady

Status: To do

Due date: 05/06/2023

Description: Track changes outlined in Adatum website change management procedures: Update the site logo and display the changes to the live website during a scheduled maintenance window. Monitor website performance to ensure no performance or stability issues. Have a rollback plan in case of issues during or

Cancel Create

Ask a work question, make a request, or type / for suggestions.

Microsoft 365 Admin Center +

https://admin.microsoft.com

Microsoft 365 admin center

Search

Guest

Home > Integrated apps

Integrated apps

Discover, purchase, acquire, manage, and deploy Microsoft 365 Apps developed by Microsoft partners. You can also deploy and manage line-of-business apps (add-ins and Teams apps that work across Outlook and Microsoft 365) developed within your organization. For advanced management of these apps, go to the respective admin center or page: Azure Active Directory | SharePoint | Teams

Deployed apps Available apps Blocked apps

All apps in this list are available for users in your organization to install according to the status shown in Availability Status.

Any changes you make here will affect how these apps show up in Outlook, Microsoft 365 (formerly known as Office.com) and Microsoft 365 Copilot. Apps installed for a user will appear in their Microsoft 365 Copilot app. Apps installed for a team will appear in the Copilot app for that team. Apps installed for a group will appear in the Copilot app for that group. Apps installed for a user will appear in their Microsoft 365 Copilot app. Apps installed for a team will appear in the Copilot app for that team. Apps installed for a group will appear in the Copilot app for that group. Apps installed for a user will appear in their Microsoft 365 Copilot app. Apps installed for a team will appear in the Copilot app for that team. Apps installed for a group will appear in the Copilot app for that group.

To manage how these apps show up in Teams, go to the Teams Admin Center. To view or edit policies for Outlook add-ins, go to the Exchange Admin Center. To view or edit policies for Microsoft 365 Copilot features, go to the Microsoft 365 Copilot Admin Center > Org Settings.

Refresh

Name ↓ Host products Availability Status

Name	Host products	Availability Status
Cranberry Socials V1	Microsoft 365, Outlook, Teams	All users in the organisation can install
Adobe Acrobat Sign for Microsoft Teams and Microsoft 365	Microsoft 365, Outlook, Teams , Bing	All users in the organisation can install
Microsoft Power BI for Microsoft Teams, Outlook and Microsoft 365	Teams, Outlook, Microsoft 365	No users can install
Confluence Cloud	Outlook, Teams	All users in the organisation can install
Jira Cloud	Office App, Outlook, Teams	All users in the organisation can install
Mural	Office App, Outlook, Teams	All users in the organisation can install
Northwind Inventory	Teams	No users can install

Manage access to these plugins for Microsoft Copilot in your organization.

Users in the organization have access to Copilot features in Microsoft 365 apps. Control who has access to these Copilot features through the default setting.

2 of 2

Manage apps Finish

36 items Filter Search

Refresh

Name ↓ Host products Availability Status

Name	Host products	Availability Status
Cranberry Socials V1	Microsoft 365, Outlook, Teams	All users in the organisation can install
Adobe Acrobat Sign for Microsoft Teams and Microsoft 365	Microsoft 365, Outlook, Teams , Bing	All users in the organisation can install
Microsoft Power BI for Microsoft Teams, Outlook and Microsoft 365	Teams, Outlook, Microsoft 365	No users can install
Confluence Cloud	Outlook, Teams	All users in the organisation can install
Jira Cloud	Office App, Outlook, Teams	All users in the organisation can install
Mural	Office App, Outlook, Teams	All users in the organisation can install
Northwind Inventory	Teams	No users can install

Microsoft 365 Admin Center +

https://admin.microsoft.com

Microsoft 365 admin center

Search

Guest

Home > Integrated apps

Integrated apps

Discover, purchase, acquire, manage, and deploy Microsoft 365 Apps developed by Microsoft partners. You can also deploy and manage line-of-business apps (add-ins) in your organization. For advanced management of these apps, go to the respective admin center or page: [Azure Active Directory](#) | [SharePoint](#) | [Teams](#)

Deployed apps Available apps Blocked apps

All apps in this list are available for users in your organization to install according to the status shown in Availability Status.

Any changes you make here will affect how these apps show up in Outlook, Microsoft 365 (formerly known as Office.com) and Microsoft Copilot. Apps installed for a user are provided under its own terms of use. [Learn more](#)

To manage how these apps show up in Teams, go to the Teams Admin Center. To view or edit policies for Outlook add-ins, go to the Exchange Admin Center. To view or edit policies for Microsoft Copilot add-ins, go to the Microsoft Copilot Admin Center > Org Settings.

Refresh

Name ↓ Host products Availability Status

Name	Host products	Availability Status
Adobe Acrobat Sign for Microsoft Teams and Microsoft 365	Microsoft 365, Outlook, Teams , Bing	✓ All users in the organisation can install
Adobe Creative Cloud	Teams	✗ No users can install
Asana for Teams	Teams	✓ All users in the organisation can install
Confluence Cloud	Outlook, Teams	✓ All users in the organisation can install
Jira Cloud	Office App, Outlook, Teams	✓ All users in the organisation can install
Mural	Office App, Outlook, Teams	✓ All users in the organisation can install
Northwind Inventory	Teams	✗ No users can install

Clear all filters

Status

- No users in the organization can install
- All users in the organization can install
- Specific users in the organization can install

Copilot ready

- Yes
- No

Host products

- Outlook
- Teams
- Microsoft 365

36 items Filter Search

Integrated apps

Users

Groups

Devices

Billing

Support

Settings

Domains

Microsoft Search

Partner relationships

Setup

Reports

Health

Other admin centers

Edit navigation pane

Show less

Microsoft 365 Admin Center +

https://admin.microsoft.com

Microsoft 365 admin center

Home > Integrated apps

Integrated apps

Discover, purchase, acquire, manage, and deploy Microsoft 365 Apps developed by Microsoft partners. You can also deploy and manage line-of-business apps in your organization. For advanced management of these apps, go to the respective admin center or page: [Azure Active Directory](#) | [SharePoint](#) | [Teams](#)

Deployed apps Available apps Blocked apps

All apps in this list are available for users in your organization to install according to the status shown in Availability Status.

Any changes you make here will affect how these apps show up in Outlook, Microsoft 365 (formerly known as Office.com) and Microsoft Copilot. Apps are provided under their own terms of use. [Learn more](#)

To manage how these apps show up in Teams, go to the Teams Admin Center. To view or edit policies for Outlook add-ins, go to the Exchange Admin Center > Org Settings.

Refresh

Name	Host products
Adobe Acrobat Sign for Microsoft Teams and Microsoft 365	Microsoft 365, Outlook, Teams, Bing
Asana for Teams	Teams
Assist	Teams
Azure Boards for Microsoft Teams	Teams

Customise default settings

Manage and customise how users will interact with apps in your organization from this control panel. [Learn more](#)

Setup who should be able to install apps by default

Please note this setting will only control:

- All new and incoming Teams Apps with capabilities extended to Outlook, Microsoft 365 App and Microsoft Copilot.
- All apps published in the past that your organization has not taken any action on. (Note that individually edited apps will honour their edited state over this setting.)

To manage Teams apps visit [Teams admin center](#). To manage Outlook add-ins, visit [Exchange admin center](#).

Who can install apps in your organization by default?

All users in the organization can install apps on their own

Enable plugins for Copilot to the following users NEW

No users

All users

Specific users/groups

Search for users/groups to add

To be added

Andy Marl X

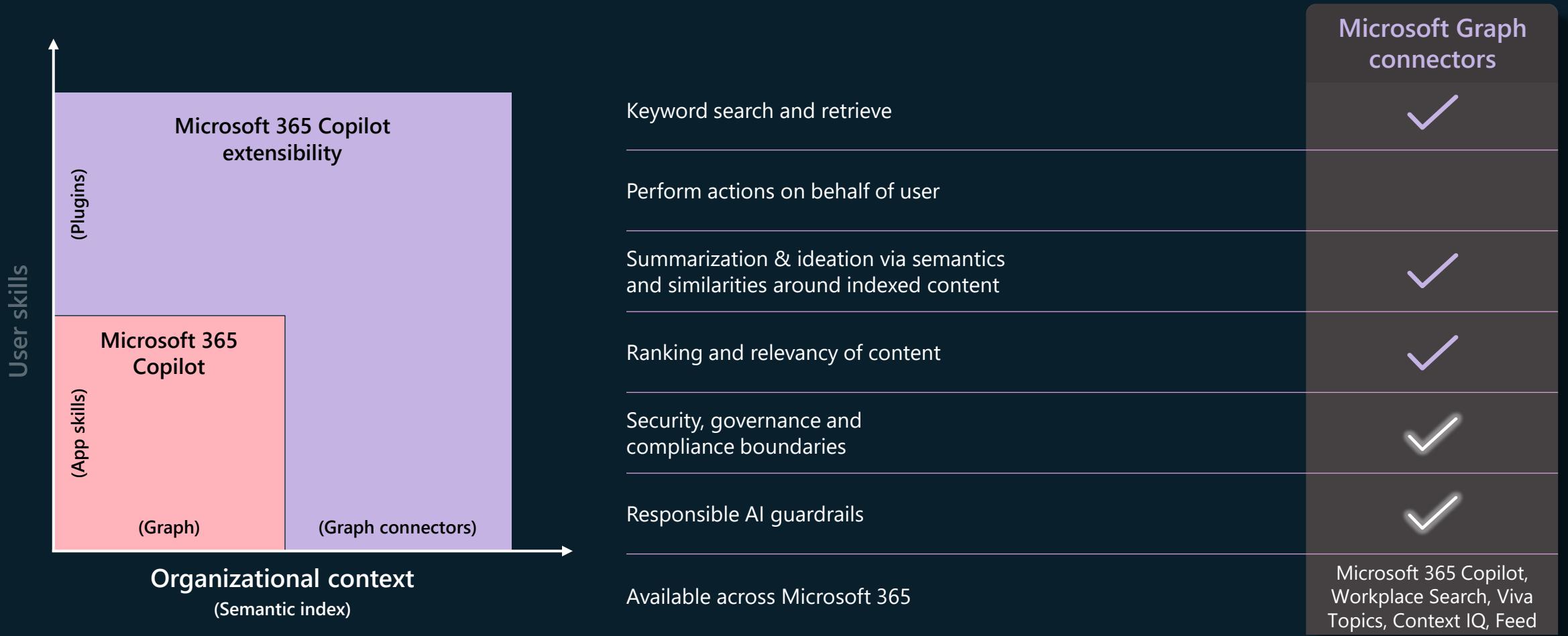
Delivery tm X

Finance tm X

Update Discard

Expand your organization's knowledge with connectors

Ground Copilot in more of your organization's content + data to create even deeper insights and connections



The value of connectors

Plugins

1

Connect Copilot to third-party applications

2

Retrieve real-time business data

3

Assist users with actions using rich customizable adaptive cards

4

Reuse existing investments from the Microsoft ecosystem or build new

Microsoft Graph connectors

1

Access enterprise knowledge from 3rd party data sources, whether on-prem or in the cloud

2

Ingest content into Microsoft Graph enhancing Copilot's grounding layer

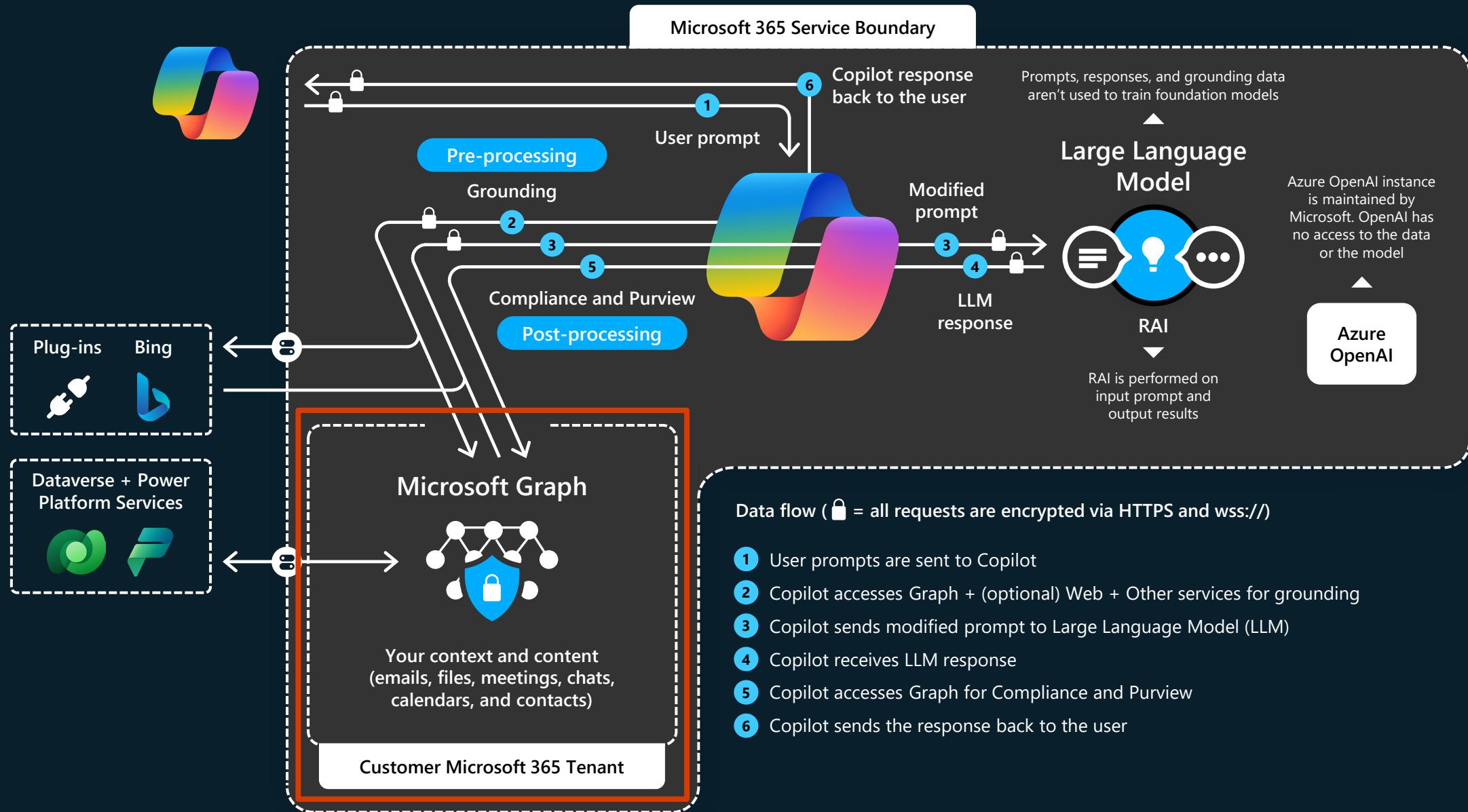
3

Discover content across Copilot, Microsoft Search, Context IQ, Microsoft 365 app

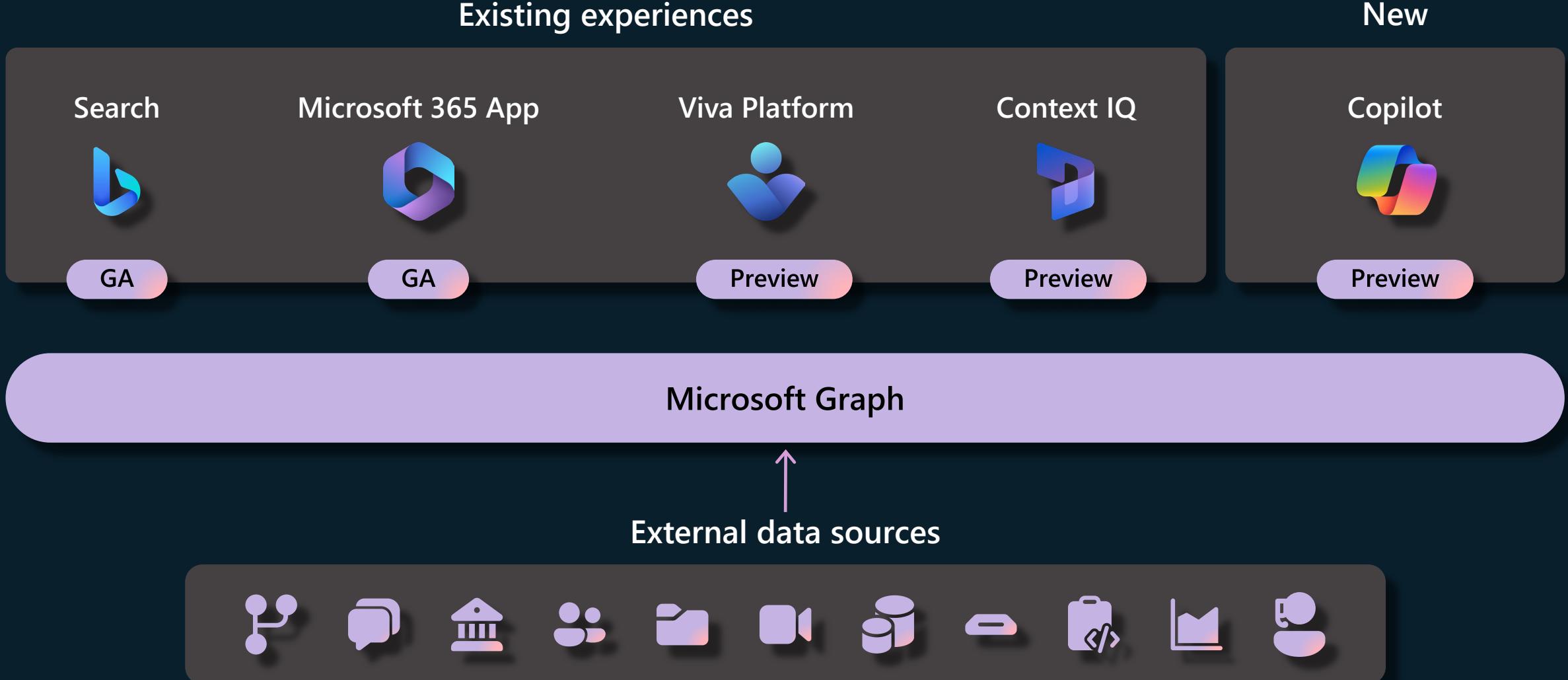
4

Data is protected by the same security and compliance policies that apply to Microsoft 365 data

Microsoft Copilot for Microsoft 365 architecture



Microsoft Graph connectors



The screenshot shows the Microsoft Copilot Chat interface integrated into the Microsoft Teams desktop application. The left sidebar displays the Teams navigation bar with options like Activity, Chat (marked with 1 notification), Teams, Calendar, Calls, Files, and Apps. The main area is split into two panes.

Pinned Chats:

- Copilot: Looking for references... (9:16 AM)
- Cassandra Dunn: Ok. I'll send an update later (7:27 AM)
- Aadi Kapoor: You: Great work! (5:21 AM)
- Eric Ishida: Sure, I'll set something for next week t... (11:40 AM)

Recent Chats:

- Cortex Framework: Kayo: The review went really well! Can't wai... (4:41 PM)
- Will Little: I don't see that being an issue. Can you ta... (3:45 PM)
- Marie Beaudouin: Ohh, I see, yes let me fix that! (1:21 PM)
- Hillary Reyes: Haha! (1:07 PM)
- Charlotte and Babak: Charlotte: The client was pretty happy with... (11:48 AM)
- Reta Taylor: Ah, ok I understand now (11:40 AM)
- Joshua VanBuren: Thanks for reviewing (10:29 AM)
- Daichi Fukuda: You: Thank you (10:20 AM)
- Kadji Bell: You: I like the idea, let's pitch it! (10:03 AM)

Chat Content:

Top Chat: Copilot Chat About FAQs What's new

Message: Adatum management / CMP•33

Status	Assignee	Due Date
To do	Amanda Brady	Jul 30, 2023

Buttons: Comment, Edit issue, Open in Contoso

Copy button: Copy

Feedback: AI-generated content may be incorrect

Bottom Chat: Copilot 9:16 AM

Message: Looking for references...

Suggestions:

- Adatum's technical design
- Group Chat with engineer team
- Email with Aadi Kapoor

Buttons: Stop generating

Input Field: Ask a work question, make a request, or type / for suggestions.

Activity

Chat (1)

Teams

Calendar

Calls

Files

Contoso

...

Apps

Chat

Pinned

Copilot 9:16 AM
Hi Daniela, here are the major update...

Cassandra Dunn 7:27 AM
Ok. I'll send an update later

Aadi Kapoor 5:21 AM
You: Great work!

Eric Ishida 11:40 AM
Sure, I'll set something for next week t...

Recent

Cortex Framework 4:41 PM
Kayo: The review went really well! Can't wai...

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Daichi Fukuda 10:20 AM
You: Thank you

Kadji Bell 10:03 AM
You: I like the idea, let's pitch it!

Copilot Chat About FAQs What's new

Start over

Copilot 11:18 AM
Hi Daniela, here are the major updates about Adatum's technical design [1](#)

1. **Updated section 3.2:** The technical design document has been updated to optimize the database schema by introducing indexing and denormalizing certain tables. These changes are expected to significantly reduce query response times and enhance the overall efficiency of the system. [1](#)

2. **Implemented feedback:** After receiving input from Babak, the development team addressed the identified areas of improvement in Module B. With the newly added error handling mechanisms, the system now gracefully handles potential exceptions and provides users with more informative error messages, contributing to a smoother user experience. [2](#)

3. **Proposed feature addition by Aadi:** To enrich user interactions and foster real-time communication, the team put forth a proposal to integrate a live chat functionality within the application. Discussions regarding the technical implementation and potential impact on system performance are ongoing among the development team. [3](#)

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3 references ▾

AI-generated content may be incorrect [Like](#) [Unlike](#)

[1](#) Adatum's technical design

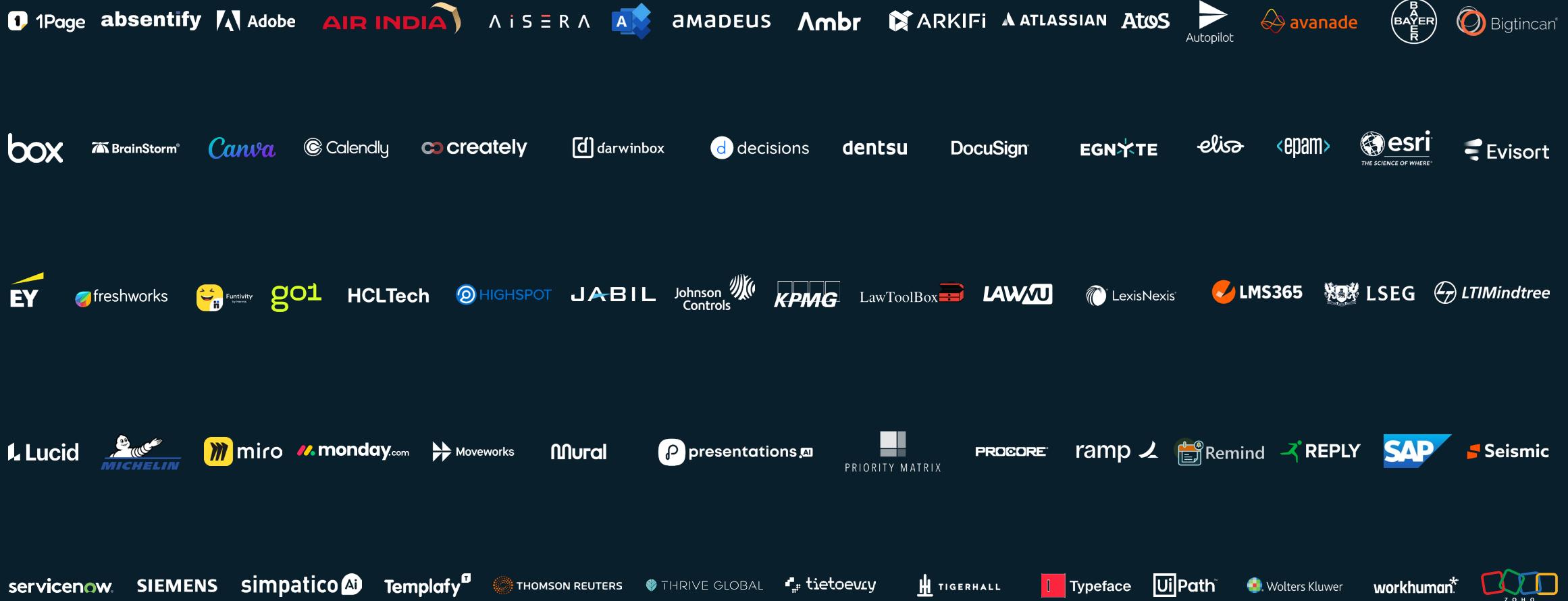
[2](#) Group Chat with engineer team

[3](#) Email with Aadi Kapoor

Ask a work question, make a request, or type / for suggestions.



Microsoft Copilot ecosystem



Trust at every level

Microsoft runs on trust. Our services are built on decades of experience with and investment in security, privacy, and governance. Copilot extensibility builds on that foundation.

Microsoft 365 Copilot...

Responsible AI*

Accountability: Assessment, oversight, fit, and human oversight & control.

Transparency: intelligibility, stakeholder communication, disclosure,

Fairness: Quality of Service to all identified demographic groups.

Reliability & Safety: Guidance, monitoring, feedback, evaluation, remediation.

Privacy & Security: Compliance with Microsoft privacy, and security standards.

Inclusiveness: designed in accordance with Microsoft Accessibility Standards.

Customer Data

Things to know about how we handle customer data:

Data **stays** within the customer's tenant.

Data is **never used** to train language models.

Data is **screened** and **filtered** for PII & sensitive information

Data access is **limited** to permissions established by your organization.

Copilot extensibility

Plugins

- **Entra ID** controls access to plugin data.
- Plugin data is **screened** and **filtered** for PII & sensitive information.
- All 3rd party plugins are **validated** and certified prior to publication.
- Admins **control** access to and use of plugins in your organization.

Microsoft Graph Connectors

- Data is indexed **within Microsoft 365's security, privacy and trust boundaries**.
- Copilot **honors the data access permissions** you establish, to preserve its security and privacy.
- Admins **control** access to and use of connectors in your organization.

*Microsoft Responsible AI General Requirements

Microsoft's approach to privacy



You control
your data



You know
where your
data is located



We secure your
data at rest and
in transit



We defend
your data

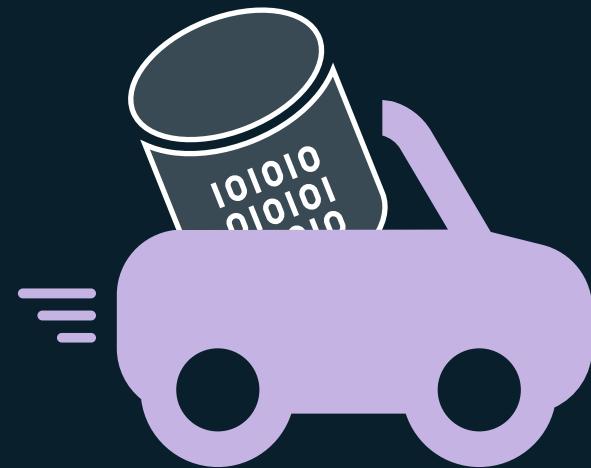
Data residency applies to customer data at rest

Data residency commitments provide customers with additional confidence about the location or locations where data is **stored at rest**.



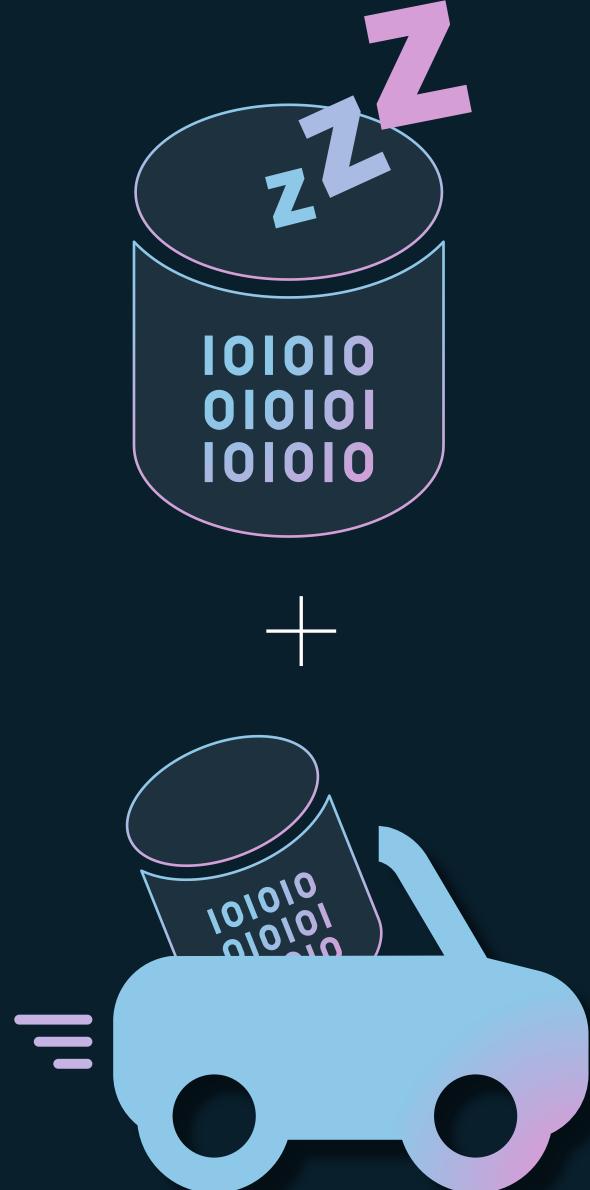
Microsoft 365 customer data in transit

Data is in transit whenever a user's device is communicating with a Microsoft server, or when a Microsoft server is communicating with another server.



Microsoft encrypts customer data at rest and in transit

Encryption both at rest and in transit helps provided protections against unauthorized access, disclosure, sharing or usage of data.



Where does Microsoft store customer data?

Customers specify a country or region while signing up for a new Microsoft 365 tenant. That selection determines the tenant's default geography. Microsoft makes decisions on where to store customer data by **combining that default geography with the available geographies for each service**.



Microsoft offers several data residency options

Product Terms Data Residency

Advanced Data Residency (ADR)

Add-on

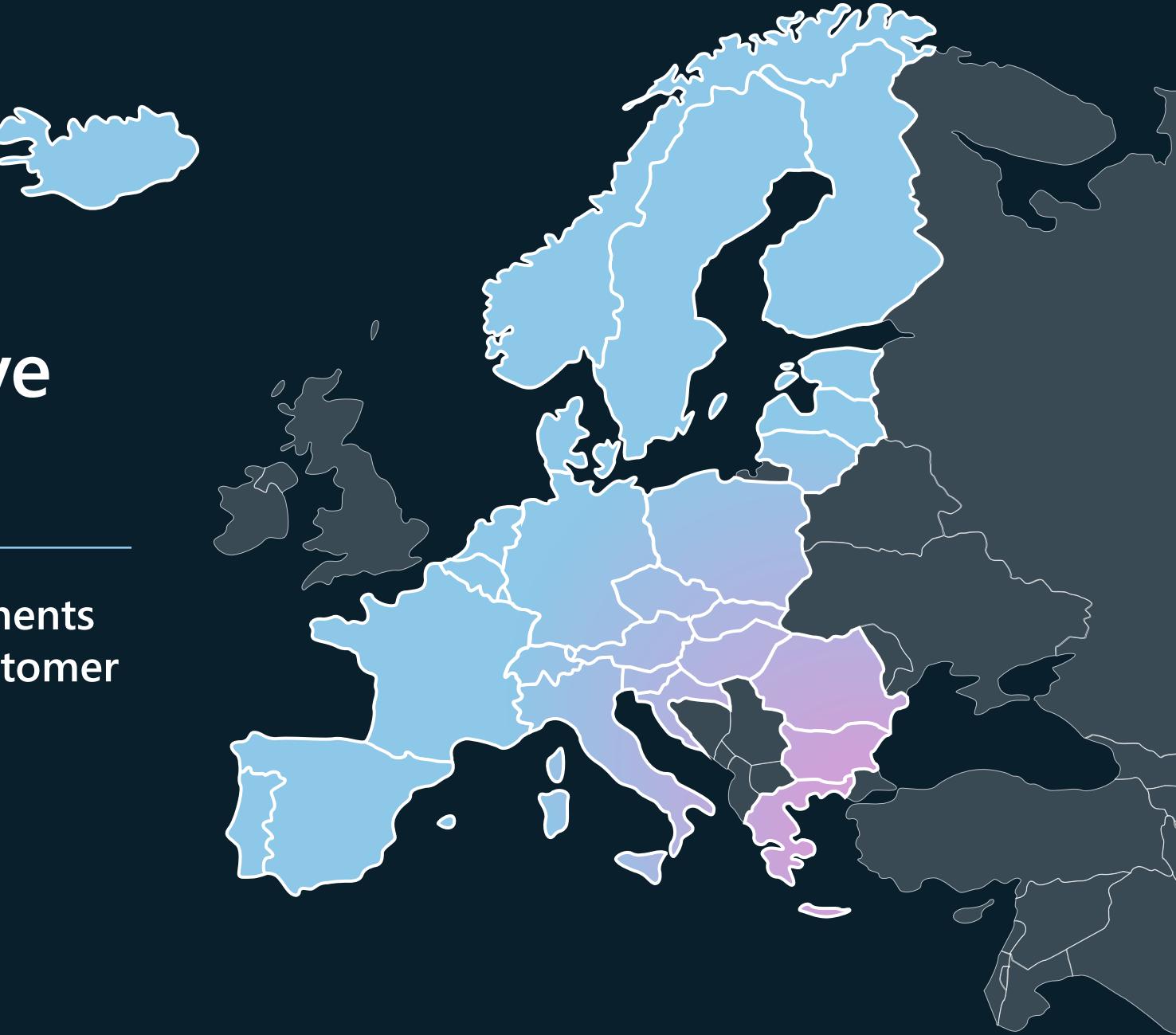
Multi-Geo Capabilities

Add-on

European Union Data Boundary (EUDB)

The EU Data Boundary provides more expansive commitments

EUDB terms provide **contractual commitments** for storing and processing EU + EFTA customer data within the European Union.*



Copilot privacy and data location

Copilot for Microsoft 365 commitments

Microsoft Product Terms

- Universal License Terms-
Microsoft Generative AI services
- Microsoft Copilot copyright
commitment
- EU Data Boundary Services
- Core Online Services*

Microsoft Products and Services Data
Protection Addendum

Advanced Data Residency (ADR)*

Add-on

Multi-Geo Capabilities*

Add-on

*updates for 2024

You control your data

Microsoft does not use customer data to train foundation LLMs that Copilot uses.



Contoso customer scenarios

Customer scenarios

B Contoso BCorp is a company based in Brussels, with a sign-up location in Belgium

M Contoso MCorp is a company based in New York, US, with a sign-up location in the US

Y Contoso YCorp is a Japanese company based in Tokyo, with a signup location in Japan

Storage of Copilot data

B Contoso BCorp Copilot data is stored in their home EU

M Contoso MCorp Copilot data is stored in North America but could be stored anywhere

Y Contoso YCorp Copilot data is stored in Japan but could be stored anywhere

Processing of Copilot data

B Contoso BCorp Copilot data is processed in the EU

M Contoso MCorp Copilot data is mostly processed in North America but could be processed anywhere

Y All other geographies, including Japan for Contoso YCorp, Copilot may call into any available region

There are no current commitments to regional storage of Copilot data beyond EUDB

There are no current commitments to regional processing of Copilot data beyond EUDB

Key takeaways

Microsoft protects your data and enables you to control it

Inheriting Microsoft 365 policies and controls

Data access &
permissions

User-tenant
focus

Customer data
protection

Data processing
and residency

Protecting data processed through LLMs

Security/
Compliance

Data
usage

Committed to
responsible AI

Resources and calls to action

Watch Ignite Copilot sessions

[Getting your Enterprise ready for Copilot for Microsoft 365](#)

[Extend Copilot for Microsoft 365](#)

[Building Plugins for Copilot for Microsoft 365 \(lab\)](#)

[How Copilot works](#)

Next steps

Develop your comprehensive data strategy

Watch [explainer graphics and demos](#)

Learn more about [Copilot and technical details](#)

Learn more about [security, compliance, privacy and data residency](#)

Learn how to develop successful [adoption strategy](#)

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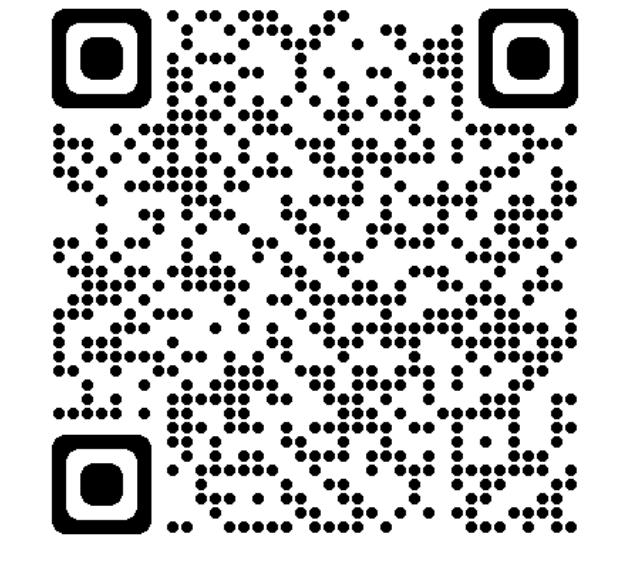
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Microsoft MVP - Microsoft 365 & Power Platform Consultant

Michele Sensalari
Microsoft MVP - CTO Overnet

Paolo Pialorsi
Microsoft MVP - Solution Architect - PiaSys.com

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