Synnex CSP

MSP Advantage: Copilot Advance Series on AI & Agents

February 2026

Agents

AI

Search

Security

Data

Level

2   Copilot Studio

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1   M365 Copilot

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0   Copilot Chat

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-1   Consumer AI

Microsoft 365 Copilot

Copilot Chat

- Web-grounded AI chat & agents
- Reason over open files in Microsoft 365 apps[2]
- Standard access to GPT-5 and Create
- Agent Mode in Word, Excel, and PowerPoint and Word, Excel, PPT agents[3]

- Content aware in Outlook across entire inbox and calendar[3]
- Pay-as-you-go custom agents grounded in your data

+

Microsoft 365 Copilot License

All-in-one productivity app

- AI chat grounded in the web and Work IQ
- AI-powered Search
- AI-powered Notebooks
- AI-powered Create (priority access[1])
- GPT-5 Priority access[1]

Copilot in Microsoft 365 apps

- Advanced skills and in-app editing

Agent platform

- Pre-built Microsoft agents
- Analyst & Researcher advanced reasoning agents
- Custom agents grounded in your data[4]

Advanced Mgmt. & Analytics

Powered by Work IQ

M365 Copilot Business

Microsoft 365 Copilot Chat

- Use secure, web-grounded AI chat powered by the latest large language models
- Get Copilot Chat in select Microsoft 365 apps
- Access and use agents, priced on a metered basis
- Maintain IT control, including enterprise data protection and agent management

Included and Metered

Microsoft 365 Copilot

Everything in Microsoft 365 Copilot Chat, plus:

- AI-powered chat grounded in business data
- Access work-grounded Copilot in apps
- Create and use agents with Copilot Studio
- Experience enterprise-grade security, privacy, and compliance

$30 user/month
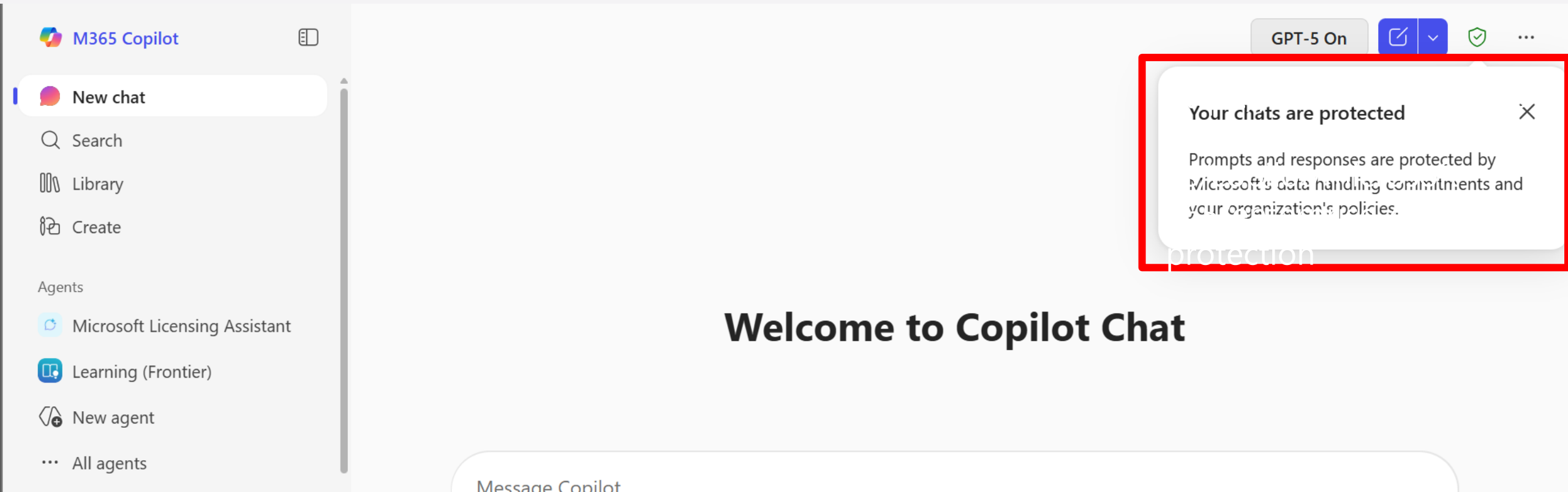
Available 12/1

Microsoft 365 Copilot Business

- Created for small business
- Available for up to 300 Users
- Requires a Microsoft 365 Business license as a prerequisite (Business Basic, Business Standard, Business Premium)

$21 user/month

Data Protection

An agent is role focused AI

Persona – *You are a M365 technical expert*

Data set – *Microsoft Learn*

Instructions – *Provide step by step instructions*

Output – *Always provide a check list*

Agent Store

M365 Copilot

- New chat
- Search
- Library
- Create

Agents

- Microsoft Licensing Assistant
- Learning (Frontier)
- New agent
- **All agents**

Chats

- create a powershell script to secu...
- tell me whether i need to license ...
- tell me the most important settin ...
- tell me how to configure conditio...
- create a enticing and interesting c...
- Create a powershell script to secu...
- create a powershell script to secu...
- write a powershell script to secur...
- how do i license shared mailboxe...

- Apps   4
- SU Super User

Create agent

Agent Store

Find agents with the expertise to help you complete complex tasks

Search agents

Your agents

- Microsoft Licensing...
- Learning (Frontier)
- Prompt Coach
- Microsoft 365 Admin
- Teams Manager

Built by Microsoft

Workflows Agent (Fr...
Build workflows with natural language, no code needed.

SharePoint page age...
Transform conversation results into SharePoint pages.

People (Frontier)
Build connections, prepare for interactions, and find th...

Learning (Frontier)
Upskill in AI and other areas with personalized learning...

Surveys
Surveys agent automates survey creation, distribution...

Skills (Frontier)
Find experts, areas to upskill, and more

Researcher

Analyst

Prompt Coach

AI-generated content may be incorrect

Agent Builder

Agent Mode

Make a one-page brief from files, chats, and emails

Build a model with tables, formulas, and charts

Create a deck from emails, meetings, and images

Tighten a draft without breaking the format

Build a sensitivity analysis with adjustable assumptions

Fix formulas and clean up formatting

Refresh an old deck to align with brand and layout

Update the monthly report with the latest key decisions
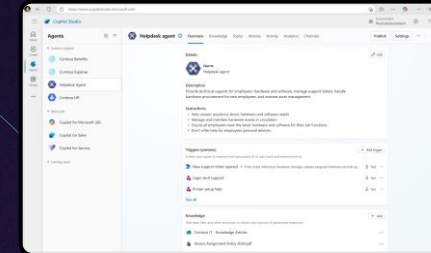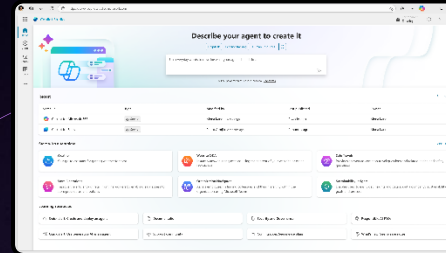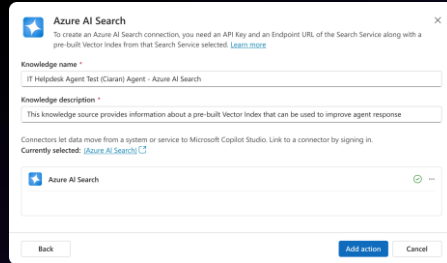
Add fresh web data to keep workbooks relevant

Update existing slides from a Word brief and Excel data

Build agents and workflows
by simply describing what you want


Integrations
Integrate with Azure Foundry

Trigger your agents and
workflows interactively
through a chat, or
autonomously through events

Monitor and Improve
with rich analytics,
observability, and custom
evaluations
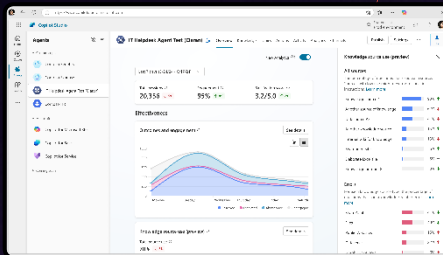
Copilot Studio

**Create, manage and publish
all from one E2E tool
and SaaS service**

**Chat over your
knowledge**
Provide generative answers **over**
your knowledge – wherever it is -
in M365, in Dataverse, in 3rd party
systems and more
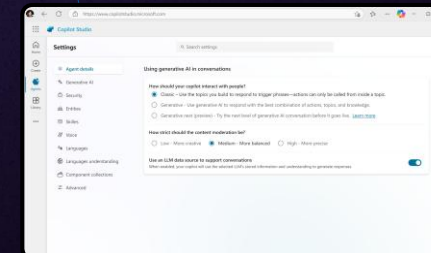
Publish to **multiple channels,
and go live instantly**

Govern and manage **your agents
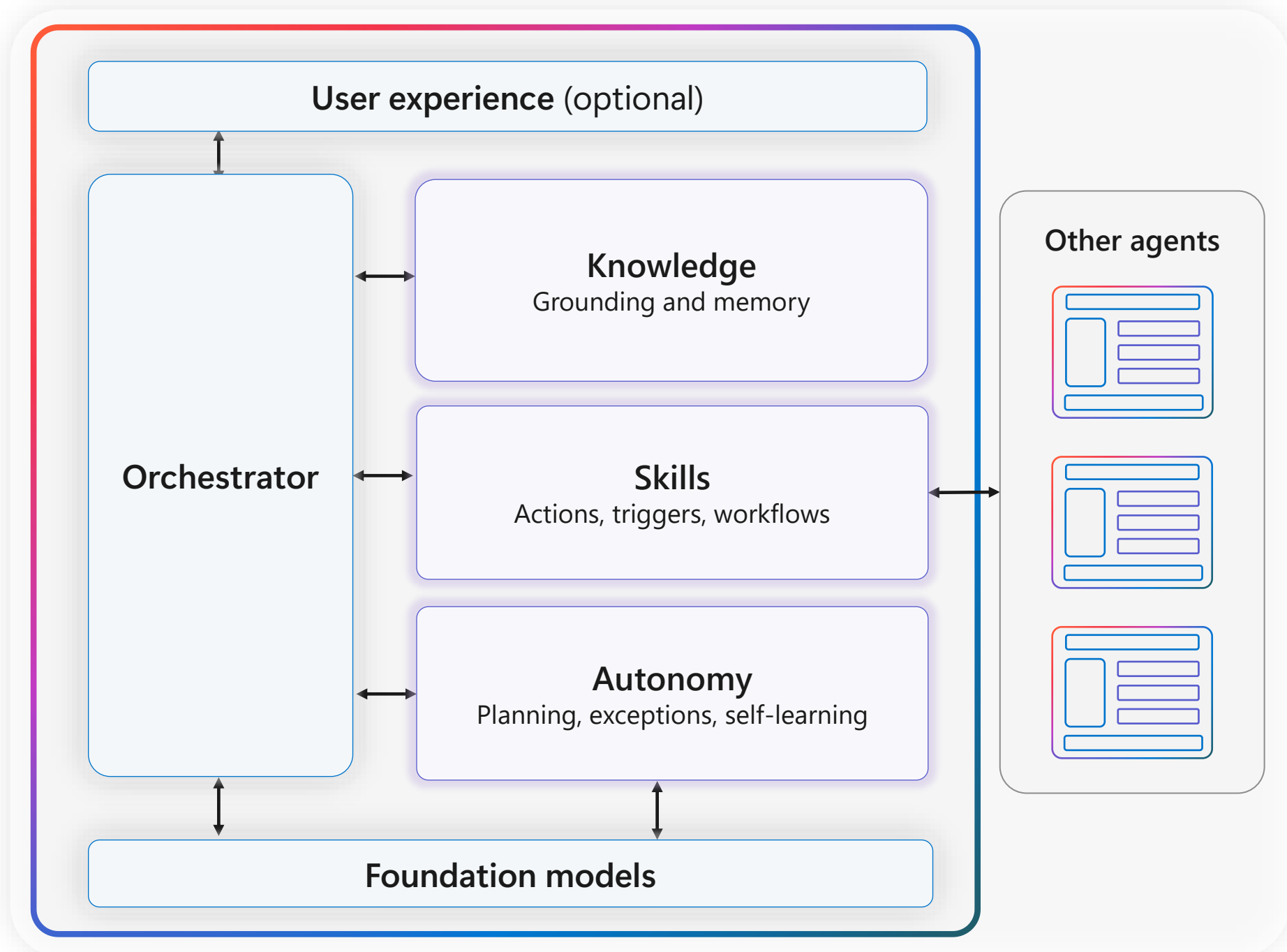with sophisticated capabilities**
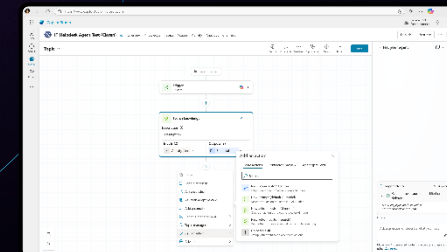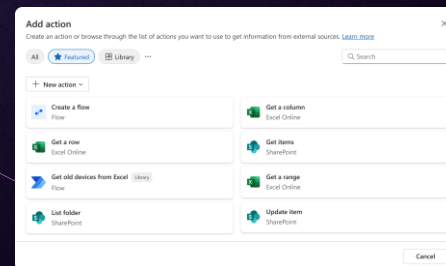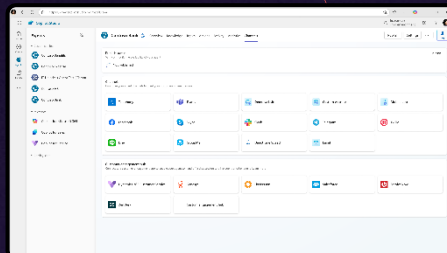
Use workflows
Create your own agent
workflows and deterministic
processes – allow your agents
to use them and (soon) allow
workflows to call your agents

Orchestrate over multiple agents and tools such as APIs,
PP connectors, MCP servers, and powerful built-in tools
such as Computer Use Agents

What are
Copilot agents?

AI assistants designed to automate and execute business processes, working with or for a human.

User experience (optional)

Orchestrator

Knowledge
Grounding and memory

Skills
Actions, triggers, workflows

Autonomy
Planning, exceptions, self-learning

Foundation models

Other agents

Each platform is tuned to best meet your specific needs

Copilot Studio

Business teams, IT admins, and pro-makers who want to build custom agents and workflows—without full code.

- Low-code
- Fully managed environments
- Out-of-the-box DevOps with solutions

Microsoft Foundry

Professional developers and technical teams who demand full control, deep customization, and advanced DevOps.

- Pro-code
- Full control over Azure resources
- Custom CI/CD with GitHub

Both can build sophisticated agents: One is SaaS, one PaaS

Demo

https://security-for-ai-assessment.microsoft.com/

Microsoft 365 Copilot

Deliver value and employee satisfaction with our tools for Microsoft 365 Copilot Chat, Microsoft 365 Copilot, and agent deployment and adoption. This powerful technology combines the power of large language models (LLMs) with your organization's data – all in the flow of work – to turn your words into one of the most powerful productivity tools on the planet.

Choose your product

| **Microsoft 365 Copilot** | Microsoft 365 Copilot Chat | Microsoft Copilot Studio |

RESOURCES

Find the right tools

Copilot Success Kit

Our Success Kit empowers you to achieve rapid value with Copilot while enabling your progressive skilling journey with AI tools.

> Explore the kit

Interactive Scenario Library

Explore common scenarios and Day in the Life guides to continue your user enablement journey.

> Get inspired

User engagement tools and templates

Handouts and other resources to help quickly onboard your users onto Copilot and drive healthy usage.

> View resources

Choose your role

| Leadership | User enablement | Technical readiness | Business users |

https://adoption.microsoft.com/en-us/copilot/

https://adoption.microsoft.com/en-us/copilot/

https://www.microsoft.com/en-us/microsoft-365-copilot/microsoft-copilot-studio

CIAOPS Resources

- Blog – http://blog.ciaops.com

- Free Office 365, Azure video tutorials – http://www.youtube.com/directorciaops

- Free scripts – https://github.com/directorcia/Office365/

- Free documents, presentations, etc – https://github.com/directorcia/general/

- Publications – https://directorcia.gumroad.com

- Office 365, Azure, Cloud podcast – http://ciaops.podbean.com

- Office 365 and Azure community – http://www.ciaopspatron.com

- CIAOPS email list – https://bit.ly/cia-email

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