



MSP Advantage: Copilot Advance Series on AI & Agents

February 2026

Agents

AI

Search

Security

Data

Level

2

Copilot Studio

1

M365 Copilot

0

Copilot Chat

-1

Consumer AI

Microsoft 365 Copilot



Copilot Chat

- Web-grounded AI chat & agents
- Reason over open files in Microsoft 365 apps²
- Standard access to GPT-5 and Create
- Agent Mode in Word, Excel, and PowerPoint and Word, Excel, PPT agents³



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 access¹)
- GPT-5 Priority access¹

Copilot in Microsoft 365 apps

- Advanced skills and in-app editing

- Content aware in Outlook across entire inbox and calendar³
- Pay-as-you-go custom agents grounded in your data

Agent platform

- Pre-built Microsoft agents
- Analyst & Researcher advanced reasoning agents
- Custom agents grounded in your data⁴

Advanced Mgmt. & Analytics

Powered by Work IQ

1. Learn about standard and priority access [here](#). 2. Available in Word, Excel, PowerPoint, Outlook, and OneNote. 3. Rollout start to Public Preview Q1 CY 2026 for Copilot Chat users with a M365 subscription. 4. Applies to assistive agents built by you on the Microsoft 365 Copilot agent platform deployed on Microsoft 365 surfaces

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



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

Available 12/1

Data Protection

The screenshot shows the Microsoft Copilot Chat interface. On the left is a sidebar with the M365 Copilot logo, a search bar, and several navigation options: New chat (highlighted), Search, Library, Create, Agents, Microsoft Licensing Assistant, Learning (Frontier), New agent, and All agents. At the bottom of the sidebar is a 'Message Copilot' button. The main area has a header with 'GPT-5 On', a settings icon, and a shield icon. A red box highlights a message bubble containing the text: 'Your chats are protected. Prompts and responses are protected by Microsoft's data handling commitments and your organization's policies.' Below this message is a 'protection' button. The center of the screen displays the text 'Welcome to Copilot Chat'.

<https://learn.microsoft.com/en-us/copilot/microsoft-365/enterprise-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



Create agent



New chat

Search

Library

Create

Agents

Microsoft Licensing Assistant

Learning (Frontier)

New agent

... All agents

<https://learn.microsoft.com>

Chats

create a powershell script to secu...

tell me whether i need to license ...

tell me the most important settin ...

tell me how to refigure 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 mailbox...

Apps

4

Super User

...

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

The screenshot shows the Copilot Studio Agent Builder interface. On the left, there's a sidebar with various options like New chat, Search, Library, Create, Agents, Microsoft Licensing Assistant, Learning (Frontier), and New agent. The 'New agent' option is highlighted with a red box. Below it, there's a list of recent agent creation requests. The main area is titled 'Copilot Studio' and shows 'My agents > New Agent'. It has tabs for 'Describe', 'Configure', and 'Try it'. The date 'Nov 27, 2025, 8:12 AM' is shown. A message box says 'Hi, I'm here to help you build an agent.' and 'You can start by describing what you want the agent to do.' Another message box says 'Or, you can try one of the following templates.' and lists three templates: 'Career Coach' (Microsoft), 'Customer Insights Assistant' (Microsoft), and 'Expert Answers Agent' (Microsoft). A 'View all templates' link is at the bottom. At the bottom of the screen, there's a message input field with 'Type your message' and a character count '0/2000'.

M365 Copilot

Copilot Studio My agents > New Agent

Create ...

New chat

Search

Library

Create

Agents

Microsoft Licensing Assistant

Learning (Frontier)

New agent

All agents

Hi, I'm here to help you build an agent.

You can start by describing what you want the agent to do.

Or, you can try one of the following templates.

Career Coach Microsoft

Career Coach offers personalized career advice,...

Customer Insights Assistant Microsoft

An agent designed to help the team get to know...

Expert Answers Agent Microsoft

Get answers quickly, grounded in your knowledge...

View all templates

Type your message

0/2000

AI-generated content may be incorrect | Copilot Studio capabilities in M365 are processed by the Copilot Studio service. By using this experience, you agree to these [Terms](#) | [Privacy](#) and [cookies](#).

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



Build a sensitivity analysis with adjustable assumptions



Refresh an old deck to align with brand and layout



Build a model with tables, formulas, and charts



Create a deck from emails, meetings, and images



Tighten a draft without breaking the format



Fix formulas and clean up formatting



Agent Mode

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

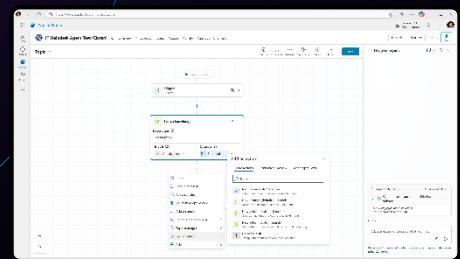
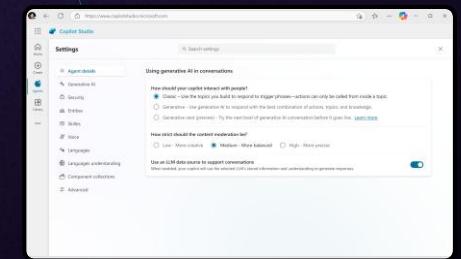
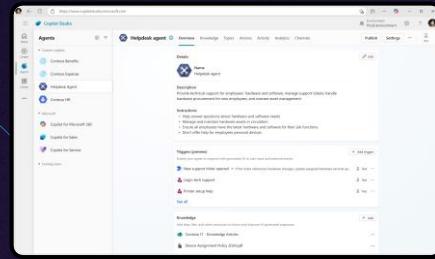
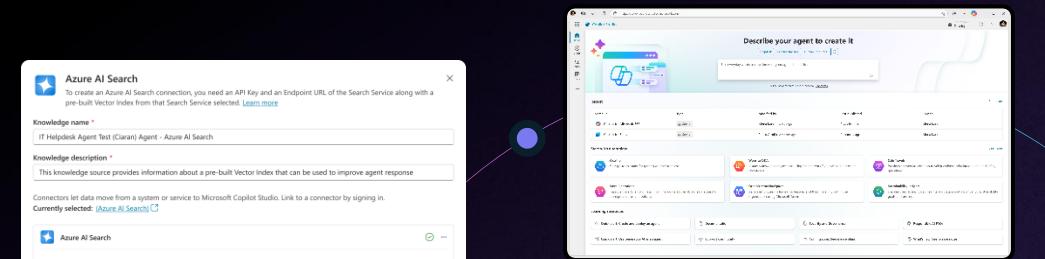
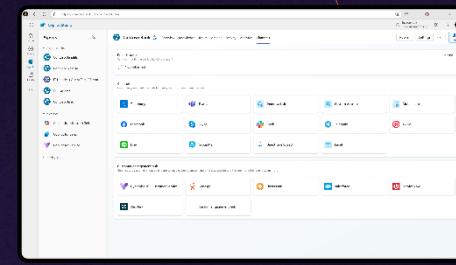
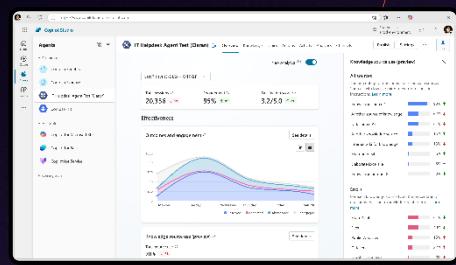
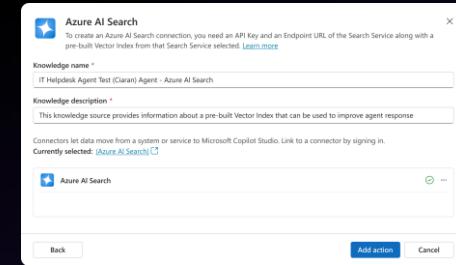
Integrate with Azure Foundry

Monitor and Improve

with rich analytics, observability, and custom evaluations

Publish to multiple channels, and go live instantly

Govern and manage your agents with sophisticated capabilities



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

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

Chat over your knowledge

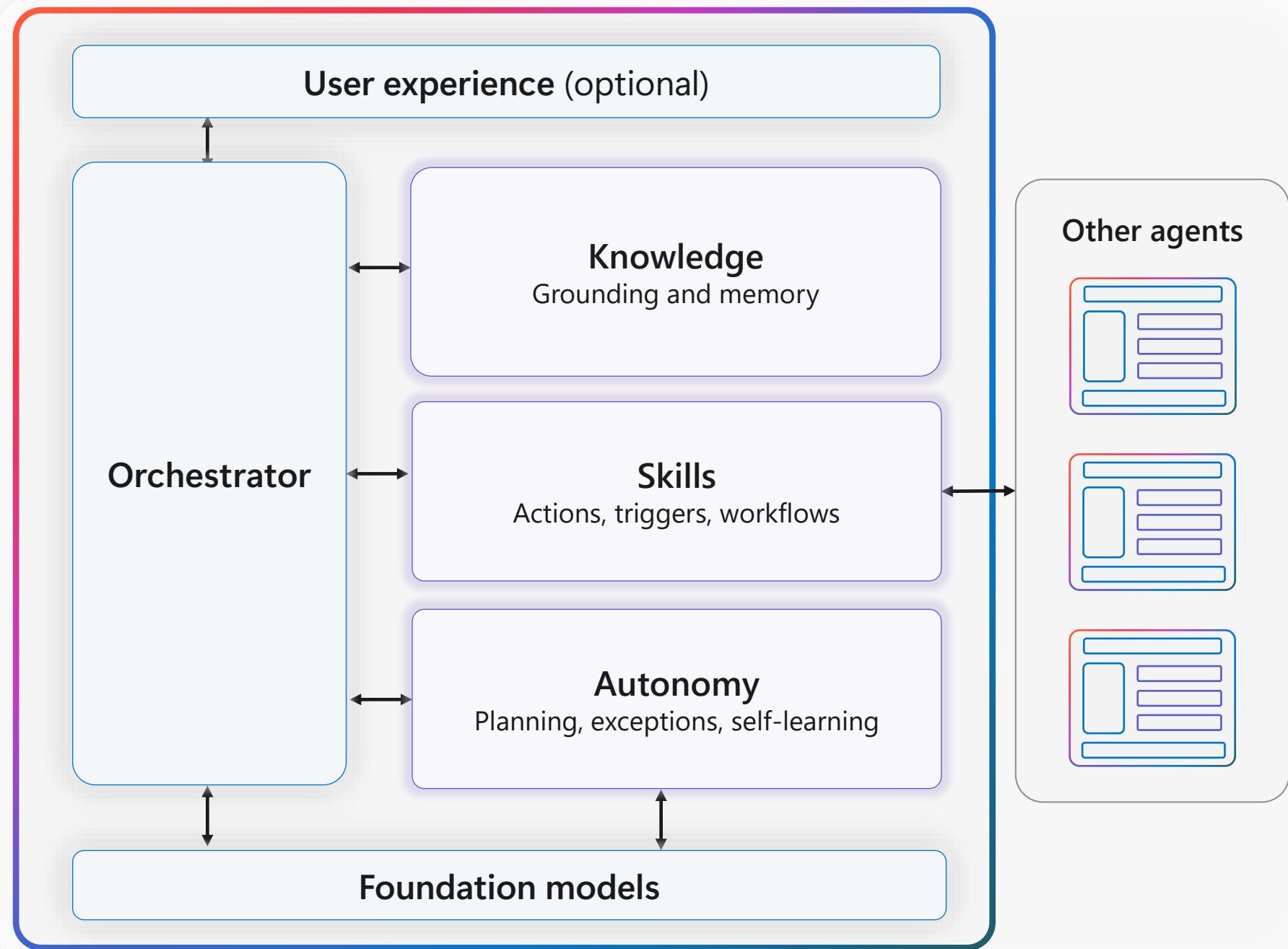
Provide generative answers **over** your knowledge – wherever it is – in M365, in Dataverse, in 3rd party systems and more

Use workflows

Create your own agent workflows and deterministic processes – allow your agents to use them and (soon) allow workflows to call your agents

What are **Copilot agents**?

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



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.

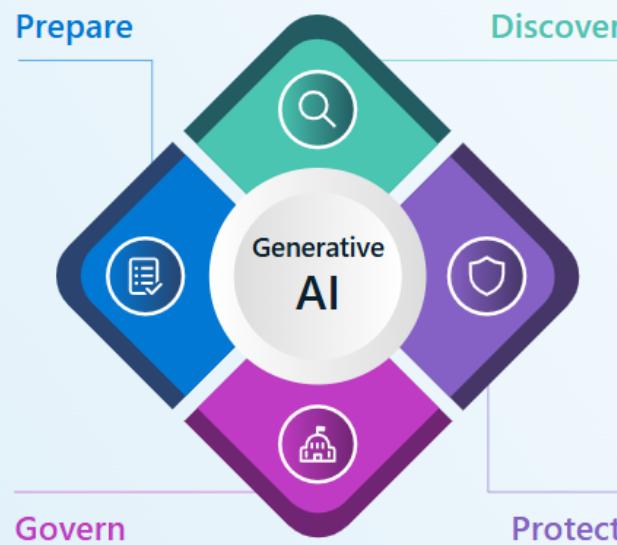
- Pro-code
- Full control over Azure resources
- Custom CI/CD with GitHub

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

Demo

AI Security dimensions

Use our **Security for AI Assessment** to evaluate your current AI security across four key pillars: **Prepare, Discover, Protect, and Govern.**



Hover over each dimension to learn more about the key pillars used to evaluate your current AI security.

Strengthen your AI security strategy

Security for AI Assessment | Microsoft 365 Copilot and Agents

Business leaders are eager to adopt AI to drive innovation, while security teams work to defend against new and evolving risks. Security and risk leaders want to support innovation, but only if it's done safely.

Complete the **Security for AI Assessment** to receive a detailed report of your current security state and actionable recommendations.

[Start assessment](#)

<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/>

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[Microsoft Copilot Studio](#)

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What would you like to build?

∅ Agent

⊕ Workflow

Start building by describing what your agent needs to do



Start building from scratch



Create workflow

Powerful automations speed up your processes with ease and security in mind



Create an agent

Flexible solutions that take action, share knowledge, and handle tasks



Create computer-using agent

Let agents accomplish even more across apps and websites

<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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<https://www.facebook.com/ciaops>

[Email](#)
director@ciaops.com

[Teams](#)
admin@ciaops365.com



<https://bit.ly/ciacpstd>



SALES SUPPORT
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TECHNICAL SUPPORT
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CSP Microsite
<https://csp.synnex.com.au/>