



MSP Advantage: Copilot Advance Series on AI & Agents

November 2025

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

Work IQ



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, 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 central part of the screen displays the text 'Welcome to Copilot Chat'.

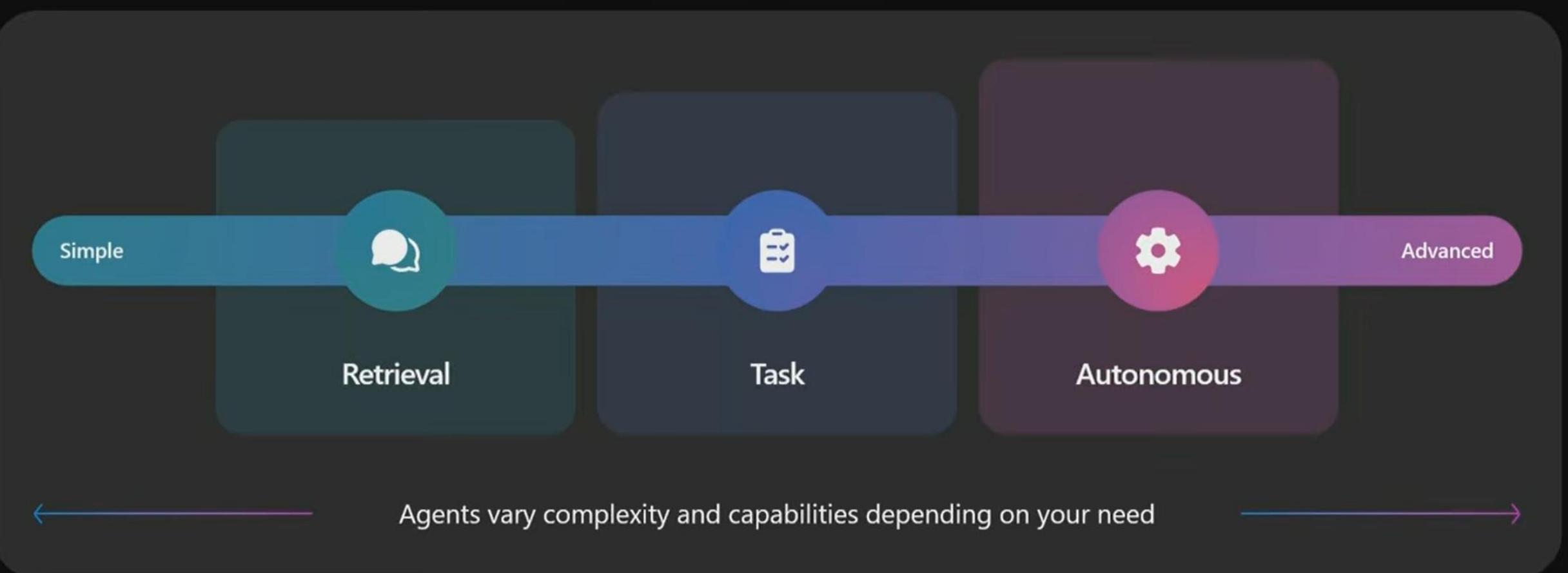
<https://learn.microsoft.com/en-us/copilot/microsoft-365/enterprise-data-protection>

Demo

What are agents?

Digital labor that can execute business processes

Agents use AI to automate and execute business processes, working alongside or on behalf of a person, team or organization



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

Demo

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 displayed. A message box says 'Hi, I'm here to help you build an agent.' followed by '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.' with three listed: '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 text input field 'Type your message' with a character count '0/2000' and a send button.

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](#).

Demo

Advanced Agents

The screenshot shows the Microsoft Copilot Chat interface. At the top, there's a navigation bar with the M365 Copilot logo, a search icon, and tabs for "Work" and "Web". To the right are buttons for "GPT-5 On", a settings gear, and an ellipsis. A sidebar on the left contains a "New chat" button, a search bar, a library icon, a create icon, and a frontier icon. Below this is a list of agents, each with a small icon and a name: Researcher, Analyst, App Builder (Frontier), Prompt Coach, Azure Technical Support, M365 Technical Support, Microsoft 365 Admin, CIAOPS Blog, Microsoft Licensing Assistant, Patron Copilot 5, and Robert Crane. The "Patron Copilot 5" item is highlighted with a red box. The main area features a "Welcome to Copilot Chat" message, a "Message Copilot" input field with a plus sign, and three cards: "What's the latest from David Wanderer, organized by emails...", "Prepare a daily brief of news from the finance regarding...", and "Help me prepare for CIAOPS AI Dojo 006". A "See more" link is at the bottom right. At the very bottom, a note says "You have premium Copilot features enabled".

M365 Copilot

New chat

Search

Library

Create

Frontier

Agents

- Researcher
- Analyst
- App Builder (Frontier)
- Prompt Coach
- Azure Technical Support
- M365 Technical Support
- Microsoft 365 Admin
- CIAOPS Blog
- Microsoft Licensing Assistant
- Patron Copilot 5
- Robert Crane

Work

Web

GPT-5 On

...

Welcome to Copilot Chat

Message Copilot

+

DW

What's the latest from David Wanderer, organized by emails...

Is a close collaborator

FE

Prepare a daily brief of news from the finance regarding...

Coming up

Help me prepare for CIAOPS AI Dojo 006

See more ▾

You have premium Copilot features enabled

Demo

Word, Excel, and PowerPoint agents

Turn ideas into polished documents, spreadsheets, and presentations directly in chat



Works with you to clarify your request through targeted questions about focus, theme, audience, and file length.

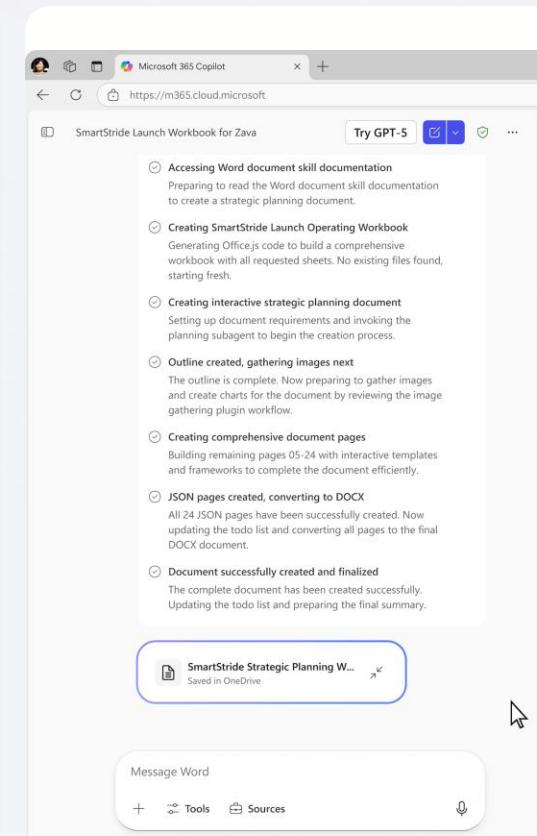


Draws from both web and work* sources to research, analyze and create high-quality content.



Let's you refine results in Chat or open in the Word, Excel, or PowerPoint apps to edit and collaborate further.

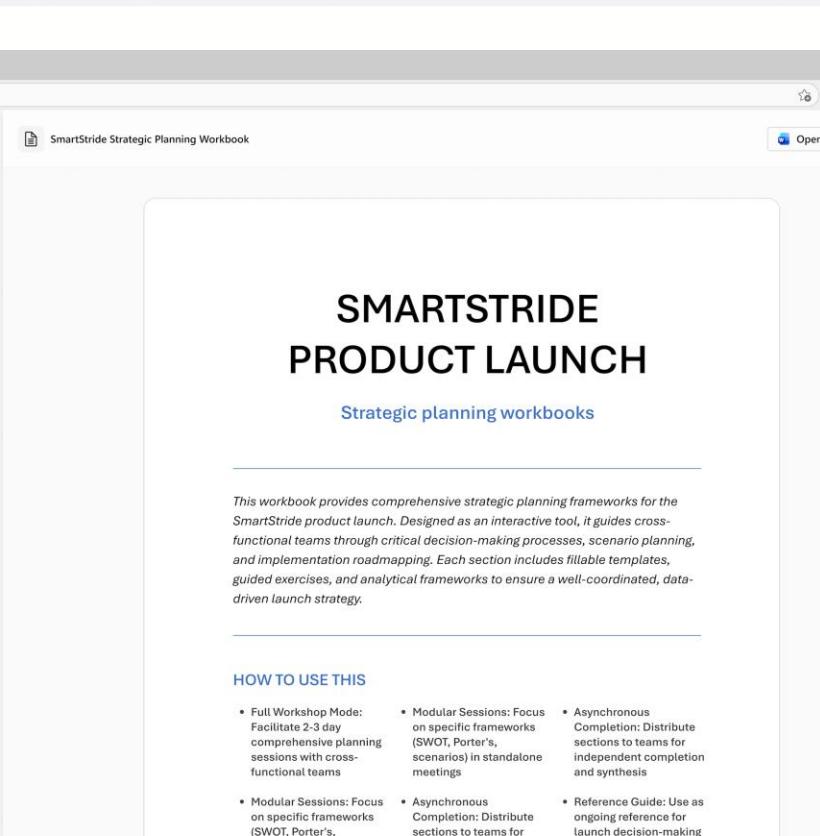
Rollout start to Frontier Program November 2025
*Excel Agent can currently only use web sources



The screenshot shows a Microsoft 365 Copilot window with a todo list for creating a "SmartStride Strategic Planning Workbook". The tasks listed are:

- Accessing Word document skill documentation
- Creating SmartStride Launch Operating Workbook
- Creating interactive strategic planning document
- Outline created, gathering images next
- Creating comprehensive document pages
- JSON pages created, converting to DOCX
- Document successfully created and finalized

A message at the bottom says "Saved in OneDrive".



The screenshot shows the title page of the "SmartStride Strategic Planning Workbook". The title is "SMARTSTRIDE PRODUCT LAUNCH" and the subtitle is "Strategic planning workbooks". A descriptive text below the title states: "This workbook provides comprehensive strategic planning frameworks for the SmartStride product launch. Designed as an interactive tool, it guides cross-functional teams through critical decision-making processes, scenario planning, and implementation roadmapping. Each section includes fillable templates, guided exercises, and analytical frameworks to ensure a well-coordinated, data-driven launch strategy."

HOW TO USE THIS

- Full Workshop Mode: Facilitate 2-3 day comprehensive planning sessions with cross-functional teams
- Modular Sessions: Focus on specific frameworks (SWOT, Porter's, scenarios) in standalone meetings
- Asynchronous Completion: Distribute sections to teams for independent completion and synthesis
- Modular Sessions: Focus on specific frameworks (SWOT, Porter's, scenarios) in standalone
- Asynchronous Completion: Distribute sections to teams for independent completion
- Reference Guide: Use as ongoing reference for launch decision-making and alignment

M Microsoft 365 Copilot

https://m365.cloud.microsoft

New chat Search Library Create Frontier Agents Researcher Analyst New agent All agents Notebooks Project Keystone Executive Reviews Vacation Planning All notebooks Chats Lowest performing store RFP for new market strategies and o... Follow-up Tasks for Meeting FY23 Budget Summary Weather on upcoming trip Make this email sound less aggressi... Mona Kane

Work Web Try GPT-5

Hi, how can I help you?

Message Copilot

+ Tools Sources

Help me rewrite this to sounds more professional
Get help writing

Help Why do people fly in their dreams?
Ask

Summarize file
Get an overview

See more ▾

PowerPoint Agent

This screenshot shows the Microsoft 365 Copilot interface. On the left, there's a sidebar with icons for New chat, Search, Library, Create, Frontier, Agents (Researcher, Analyst), New agent, All agents, Notebooks (Project Keystone, Executive Reviews, Vacation Planning), All notebooks, Chats, and a search bar. Below these are several text-based suggestions: Lowest performing store, RFP for new market strategies and o..., Follow-up Tasks for Meeting, FY23 Budget Summary, Weather on upcoming trip, and Make this email sound less aggressi... At the bottom left, there are profile icons for 'Mona Kane' and settings. The main area features a large input field labeled 'Message Copilot' with a microphone icon. Below it are three cards: 'Help me rewrite this to sounds more professional' (with 'Get help writing' link), 'Help Why do people fly in their dreams?' (with 'Ask' link), and 'Summarize file' (with 'Get an overview' link). A 'See more ▾' button is at the bottom right of the card area. At the top right, there are buttons for 'Work' and 'Web', a 'Try GPT-5' button, and other interface controls. A large blue banner at the bottom right reads 'PowerPoint Agent'.

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



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



Fix formulas and clean up formatting



Update existing slides from a Word brief and Excel data



Agent Mode

Microsoft 365 Copilot

One app. One experience. One AI advantage



Search

- AI overviews
- Glance cards
- 1st and 3rd party connectors



Chat

- Meeting AI highlights
- Memory and personalization
- Image gen and editing
- Voice in M365 Copilot
- Content/codegen with Pages



Agents

- Model choice with Researcher
- Surveys agent



Notebooks

- Real-time collaboration
- Proactive suggestions
- Audio overviews



Create

- Visual assets with brand kit
- Sora 2 video creation

Build agents and workflows

by simply describing what you want

Integrations

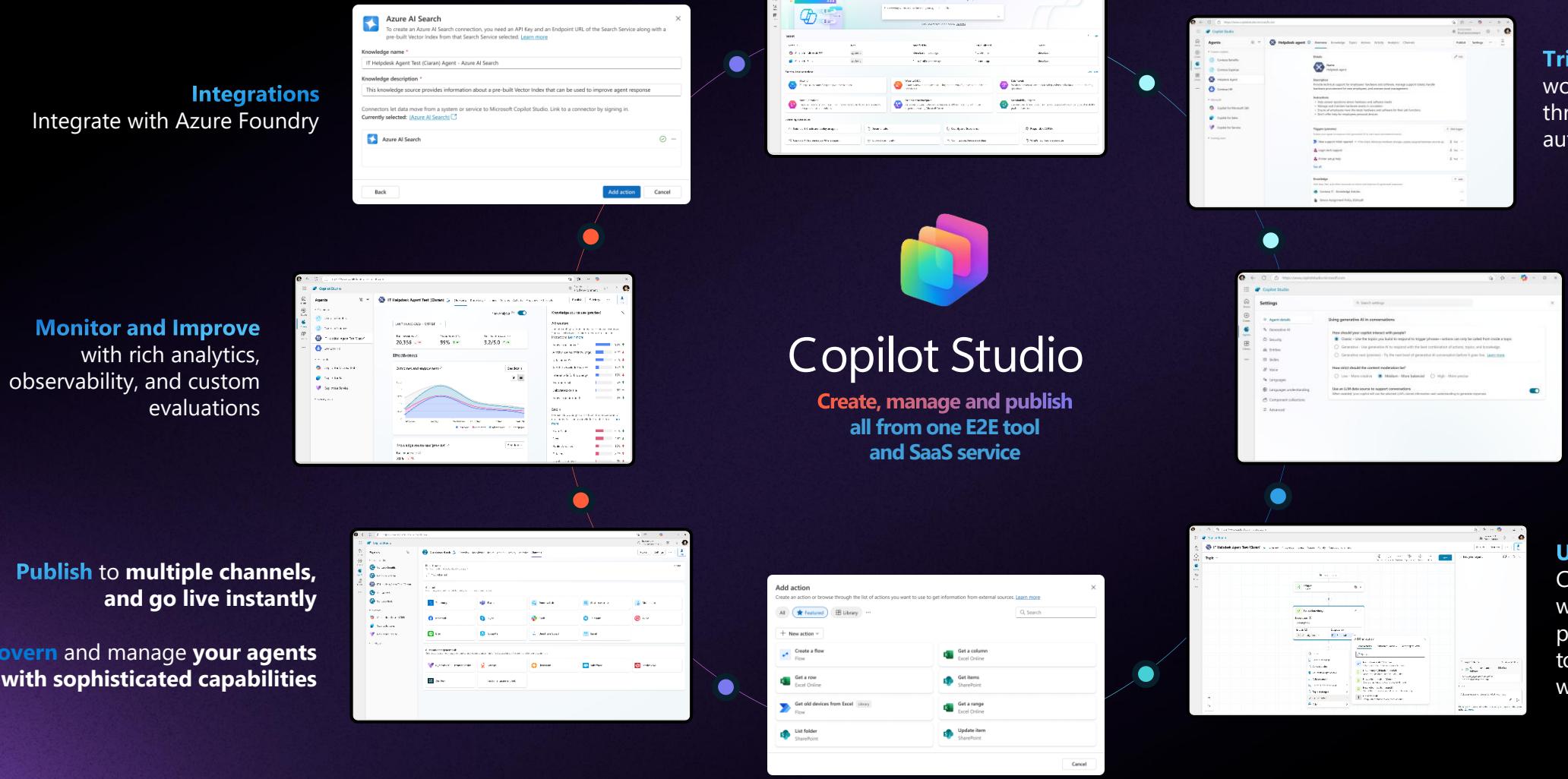
Integrate with Azure Foundry

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

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

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/>
- 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>



<https://bit.ly/ciacopilotadv>

Current Promotions:

Australian Open Experience: Score tickets to Australian Open 2026 Finals week with Synnex CSP!

Microsoft 365 Accelerators: Earn up to \$8,000 rebate on eligible Microsoft 365 products.

Copilot Accelerators:

Category 1: Get 100% subsidy for up to 5 seats for first 3 months when you purchase up to 49 new seats of M365 Copilot.

Category 2: Get 100% subsidy for 10 seats per partner for the first 3 months when you add 50 or more new seats of M365 Copilot.

Azure rewards:

Power Boost: Get 80% off your first month PAYG Azure invoice for a new customer.

Power Build: Get up to \$15,000 in subsidy for leveraging CSP professional services.

Microsoft 365 Security Accelerators: Earn up to \$1,000 rebate when you transact in selected M365 Security SKUs.

Upskill Rewards Program: Get your exam fee subsidised when you successfully complete an eligible Microsoft certification exam.

Ready to unlock these incentives?
Register your deals through Synnex CSP today



*Terms and conditions apply.

Upcoming webinars

Partner Update - December

 Wednesday, Dec 3

 2.00 PM – 2.45 PM

Agenda:

- Microsoft Ignite 2025
- Streamlined recap of partner & channel updates in 2025

Speakers:

- Adelaida De Foxa Emyar – AI Business Solutions Lead ANZ, Microsoft
- Lee-ann Dias – Director & Founder, Sasbri Consulting



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