Microsoft 365 Copilot

AI-in-One Dashboard Interpretation Guide

Last updated 2/6/26

The content in this interpretation guide is intended solely to help you better understand the structure and insights provided in the report. The charts here are based on demo data and your insights may look materially different.

Introduction

This interpretation guide explains how to interpret the results in your AI-in-One dashboard export and where to focus action. It follows the same page order as the AI-in-One dashboard PDF, so you can copy/paste content into a deck without reformatting. To accomplish this, the guide includes two main sections:

Detailed Slide Interpretation

Walks through every slide in the dashboard, explaining the purpose of each visual, what to look for, and recommended next steps. Reference this section while reviewing the PDF to keep your story aligned with the visuals.

Questions?

The FAQ the glossary are your first stops. If a question isn't covered there, reach out to the Copilot Analytics mailbox noted in the dashboard footer.

FAQ

Q: Who is included in these numbers?

A: Anyone flagged as an active user in the AI-in-One dataset (see glossary). Licensed Copilot usage is always included; unlicensed Copilot Chat or Copilot Studio agent activity appears when telemetry is available and matched to the tenant.

Q: How often should we refresh the analysis?

A: Monthly. It balances timely signal with enough runway to act on recommendations between reviews. Weekly refreshes are possible, but save them for executive-readiness moments.

Q: What information do we need to run this report?

A: At minimum, Entra ID organization attributes (department, manager, region). Adding richer org data (role family, cost center, solution area) unlocks deeper slicing. Usage feeds pull from Copilot action telemetry, Copilot Chat logs, and Copilot Studio agent data.

Q: What time frame is each page measured on?

A: Unless noted otherwise, visuals show the entire exported period. Use the report slicer to narrow into specific months when you brief stakeholders.

Q: Are there prerequisites before we rely on this analysis?

A: Accumulate at least 8–12 weeks of Copilot usage before drawing trend conclusions. That window lets habit metrics stabilize and smooths out enablement spikes.

Q: What's the difference between an action and a prompt?

A: Actions are feature-level events (Draft with Copilot in Word, Analyze in Excel, summarize in Teams). Prompts capture anything not mapped to a feature category. In Copilot Chat every interaction is logged as a prompt because granular action types aren't currently exposed.

FAQ

Q: What's the difference between Intelligent Recap and Summarize Meeting?

A: Both accelerate meeting wrap-ups, but Intelligent Recap requires Teams Premium licensing and generates personalized follow-ups when recordings exist. Summarize Meeting focuses on highlights from transcripts without extra action items.

Q: If a meeting is auto-recorded and recap is generated, does that count as an action?

A: Not until someone opens the recap or expands the summary. Simply generating the recap in the background doesn't add to action totals.

Q: Where do chat actions from Teams get counted?

A: Web-grounded prompts triggered inside Teams flow into the Copilot Chat metrics. Work-grounded prompts logged inside Teams post to the Teams action totals. The dashboard uses both feeds, so context matters.

Glossary

See here for a full description of all Insights metrics and terms:
https://learn.microsoft.com/en-us/viva/insights/advanced/reference/glossary
https://learn.microsoft.com/en-us/viva/insights/advanced/reference/metrics

Actions taken	Any Copilot interaction in any surface counts as an action taken
Active Days	How many days in a month someone used Copilot or agents at least once.
Active User	Someone who used Copilot or an agent at least once in the time period.
Agent Return Rate	How many users came back and used the same agent again.
Agent Session	One use of an agent (similar to a Copilot conversation).
Agent User	Someone who interacted with at least one agent.
Chat Surface	Where Chat was used (Teams, Outlook, Office.com, etc.).
Licensed Chat	Chat activity from people with an M365 Copilot license.
Prompt	A question or request typed into Copilot.
Prompts per User	Average number of prompts typed by each user.
Session	A conversation window with Copilot or an agent that may include several prompts.
Surface	The place where Copilot activity happened (Chat, M365 apps, or agents).
Unlicensed Chat	Chat activity from people using the free version of Copilot Chat.
Versatility (Agent Versatility)	How many different teams use an agent — a measure of how broadly useful it is.

Overview of the 5 Stages of AI Maturity

Stage 1		**Assisted Automation** (Initial AI Adoption)	AI is introduced as an assistant to humans, providing suggestions or automating simple sub-tasks, but with no independent decision-making. AI tool usage is very low and experimental.
Stage 2		**Partial Autonomy** (Human-in-the-Loop)	AI can take on limited actions independently but under close human supervision. The AI acts as an "apprentice," performing routine parts of tasks with human oversight.
Stage 3		**Conditional Autonomy** (Collaborative AI)	AI operates with more autonomy, handling complex tasks and making decisions within predefined boundaries. Human intervention is required only for exceptions or high-stakes decisions.
Stage 4		**High Autonomy** (AI-Driven Operations)	AI systems operate with minimal human intervention, managing end-to-end processes and making decisions based on real-time data. Human oversight is limited to strategic guidance.
Stage 5		**Full Autonomy** (Autonomous AI)	AI systems operate independently, making strategic decisions and continuously learning from interactions. The organization relies on AI for critical operations and innovation.

Detailed Slide Interpretation

Agents – Usage Trends

1 **What are the overall usage metrics for this group?**

RECOMMENDATION: Use these metrics to monitor the overall agent usage for this group. Refer to the glossary for specific definitions of each metric.

2 **How have the number of active users and agent sessions trended over time?**

INTERPRETATION: The line indicates the TOTAL number of agent sessions, as well as the number of active users.

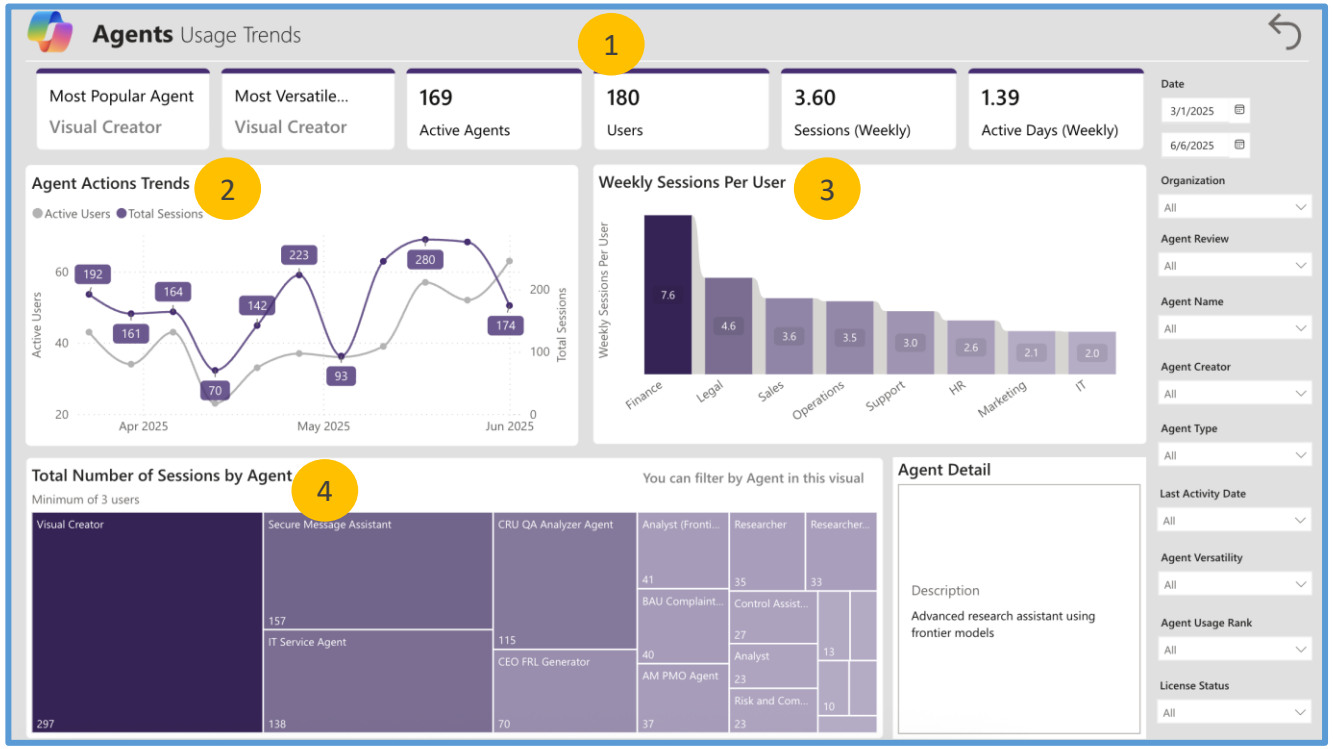
GUIDANCE: The slope (rise or fall) of each line indicates how quickly usage is changing; a sharper slope means usage is increasing (or decreasing) rapidly, whereas a flatter slope indicates steadier use.

RECOMMENDATION: Note how the lines trend relative to one another. In general, parallel changes indicate changes that mirror each other (essentially, as users increase, so does the number of actions). If the slope of actions is steeper than users, however, that could indicate that people are also using agents more frequently.

3 **How does usage differ across groups?**

INTERPRETATION: This chart shows the average number of agent sessions per user, per week, by team. For this data, we see Finance conducting far more sessions than other teams at around 7.6 per week.

RECOMMENDATION: Pay attention to teams with especially high agent usage, and learn more about what agents they are finding particularly helpful. Explore whether there is an opportunity to share their best practices with other teams.



4 **What agents are people using the most?**

Visual Creator has been used almost twice as much as the second-most agent during this time period.

RECOMMENDATION: Click on an individual agent to learn more about it. To the right, you will see a brief description of the agent and its purpose. Above this chart, you'll see the trend over time as well as the usage by team. Use this information to better understand the usage patterns of your top agents.

SPECIAL NOTE: Throughout each of the agent pages, note that additional filters are available on the right-hand side of the page to further refine your review of agent usage.

Agents - Leaderboard

1 **What are the overall usage metrics for this group?**

RECOMMENDATION: Use these metrics to monitor the overall agent usage for this group.

- Most Popular: The agent with the most sessions conducted
- Most Versatile: The agent utilized by the most teams
- Top Agent Builder: Which employee has created the most agents

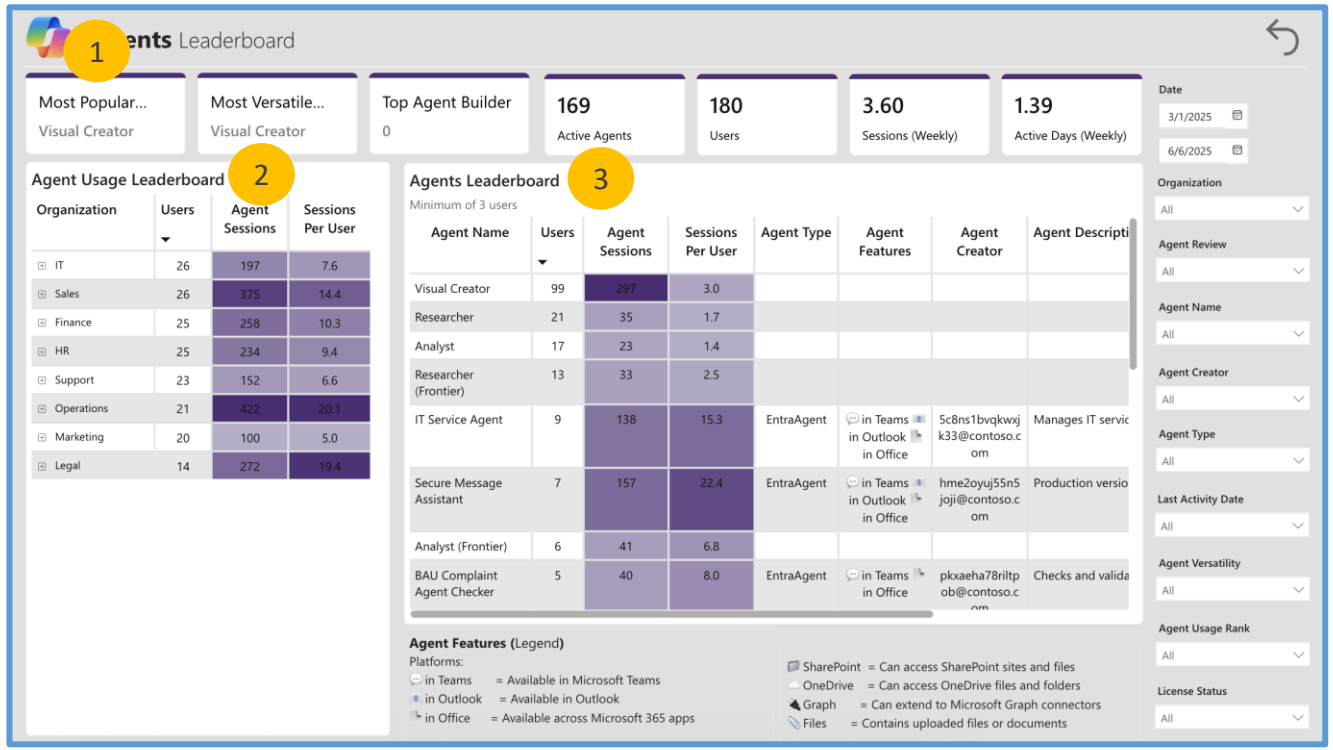
Refer to the glossary for specific definitions of additional metrics.

2 **Which teams are using agents the most? And which employees are using agents the most?**

INTERPRETATION: This table shows you the total agent prompts per team during this time period. By clicking the + sign to expand a team, you can see which individual users within that team are using agents the most.

RECOMMENDATION: Compare agent usage across each team. Which are the top teams, and which are lagging? Be sure to keep in mind the relative size of each team when comparing groups. Organizations with high prompts-per-user typically have clear use cases, dedicated champions, and well-maintained knowledge sources. Lower-performing orgs may require additional onboarding, change management, or connector coverage.

Capture repeatable "agent journeys" from leading teams and package them as playbooks for peers. For orgs that trail, schedule listening sessions to identify blockers and co-design targeted enablement. Bonus Tip: If security policy allows, capture short screen recordings of the top agents solving real tasks. Nothing converts skeptics faster than seeing a peer complete work in seconds.



3 **Which agents are being used the most?**

INTERPRETATION: Use the column sort arrows to spotlight which agents drive the most value and usage. For this data, we see Visual Creator is being used by the most people (99 active users); however, Secure Message Assistant – though used by far fewer people (7) – has a far higher sessions per user (3 vs. 22).

GUIDANCE: Agents that pair strong sessions-per-user with broad active-user counts signal reliable, widely applicable experiences. Agents with narrow reach but high sessions-per-user often solve niche processes; assess whether those can be scaled. Agents with very few prompts may indicate outdated content, missing connectors, or workflows no longer needed, and should be evaluated.

RECOMMENDATION: The columns to the right provide more information about the type of agent, its features and creator, and a brief description. Use this information to look for patterns in usage, and potentially to follow up with creators for both highly successful agents as well as those that might need some extra assistance.

Agents – Health Check

1 What are the overall usage metrics for this group?

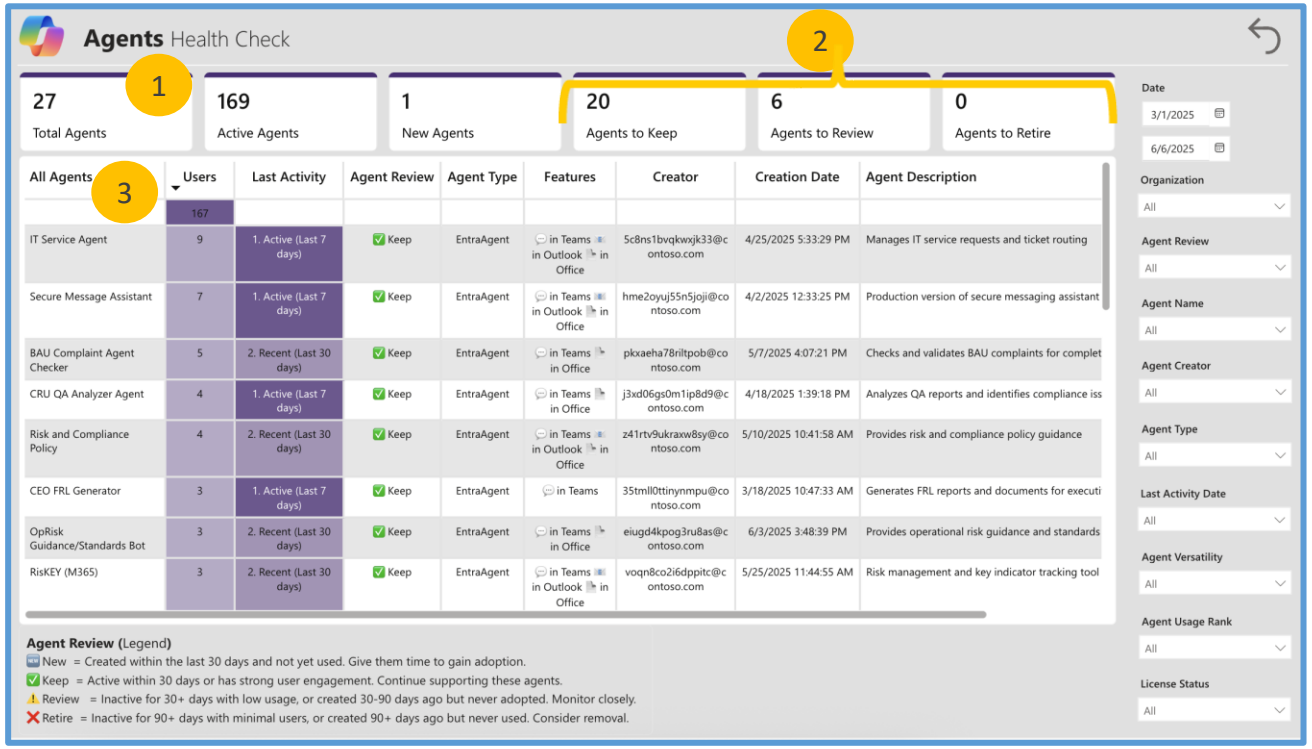
RECOMMENDATION: Use these metrics to monitor the overall agent usage for this group. Refer to the glossary for specific definitions of each metric.

2 What is the breakdown of agents by review status?

INTERPRETATION: Use the legend at the bottom of the page to view category definitions and suggested actions.

3 How healthy is each agent?

INTERPRETATION: Use this table to review each agent; sort by users to find the most popular agents. Use the ”Agent Review” column to assess the health of the agent based on creation date, last active date, and usage. Reference the ”Creator” column to follow up with agent creators if you see a recommendation for review or retirement; they may need support for further enablement or agent improvement. Similarly, if an agent is seeing a significant uptick in usage, you might follow up with the agent creator to learn more about how they achieved successful outcomes, and what might be done to continue that growth.



Agents – Use Cases

NOTE: This page requires Copilot in Power BI to generate the analysis.

1

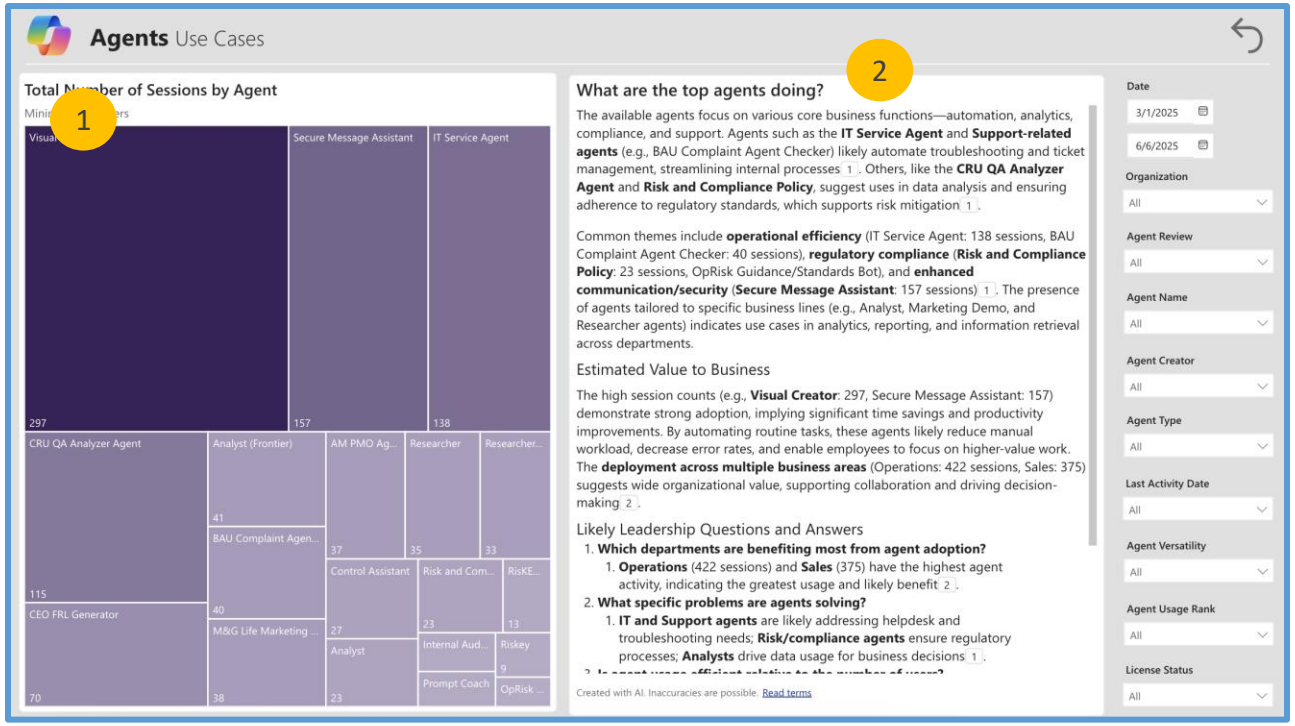
What agents are used most often?

GUIDANCE: Use this chart to view which agents have been used in the most sessions during the relevant time period.

2

What more can we learn about each agent?

RECOMMENDATION: When no agents are selected on the left, the right side of the page will provide Copilot-generated analysis of the top agents – their purpose, usage, and value. Click on individual agents on the left to generate analysis specific to this particular agent.



Agents – Habit Formation

1

What groups are using agents the most? And which agents have the most users and sessions overall?

INTERPRETATION: Note that for both charts, results reflect agent sessions; however, whereas the top chart reflects the average sessions per week per user, the bottom chart shows total sessions overall.

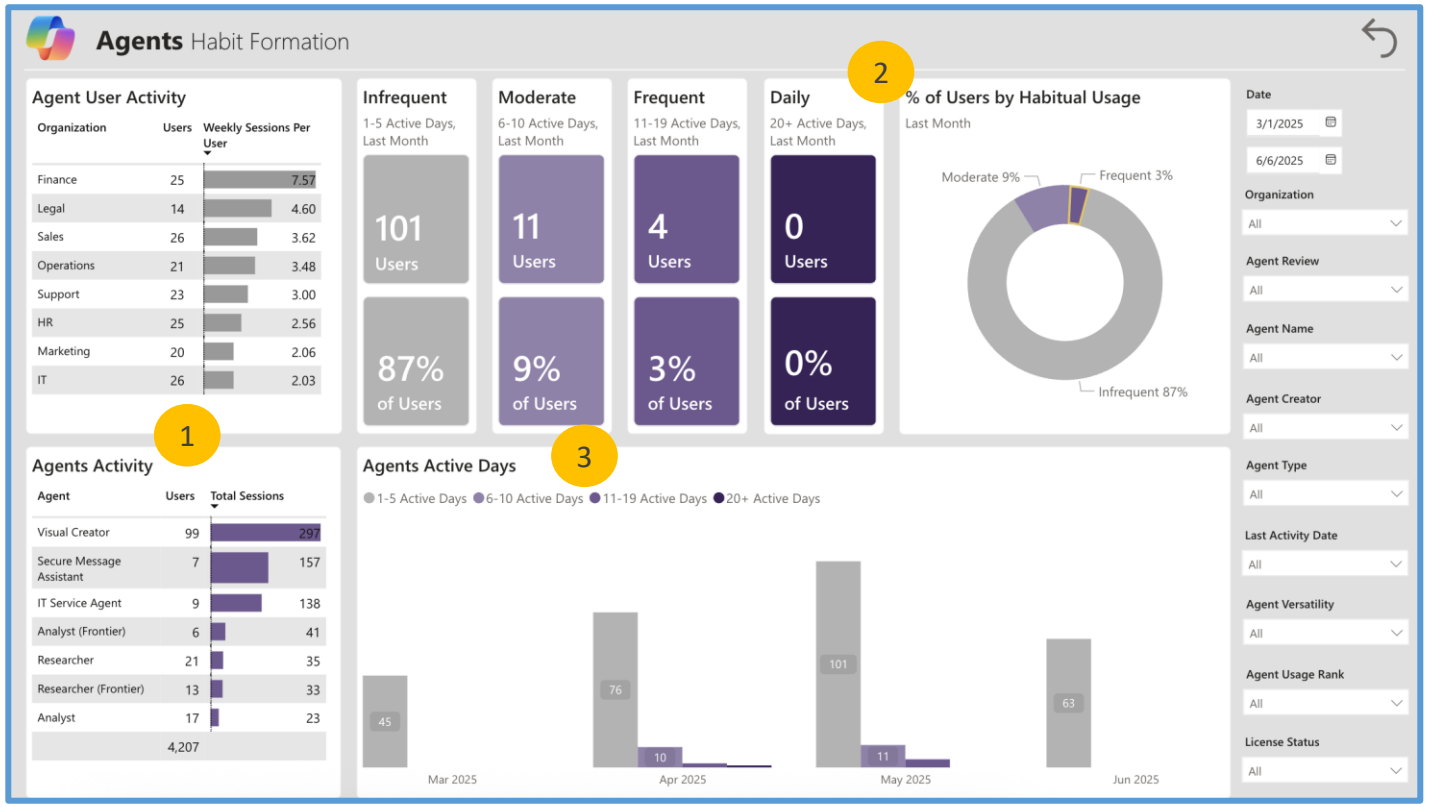
RECOMMENDATION: Identify teams with high agent usage and investigate which agents they are using most. Consider holding focus groups to better understand their use cases and how they might serve as an example of usage for other teams. Similarly, learn more about agents that are used the most, either by the most people OR have the most sessions (indicating high repeated usage).

2

What does the agent usage frequency distribution look like for this group?

INTERPRETATION: These charts group users by how frequently they have used agents in the last month. For this data, we see that 87% of the group used agents only 1-5 days last month.

RECOMMENDATION: Use this information along with the trend over time in 3 to see how these trends have changed over time. Distributions dominated by infrequent users indicates you may need more recurring use cases or reminders. Growth in the moderate and frequent slices shows users are embedding agents into their workflows. A shrinking daily slice may signal quality or access issues.



Copilot Chat – License Prioritization

1 **What are the overall usage metrics for this group?**

RECOMMENDATION: Use these metrics to monitor the overall unlicensed chat usage for this group. Refer to the glossary for specific definitions of each metric.

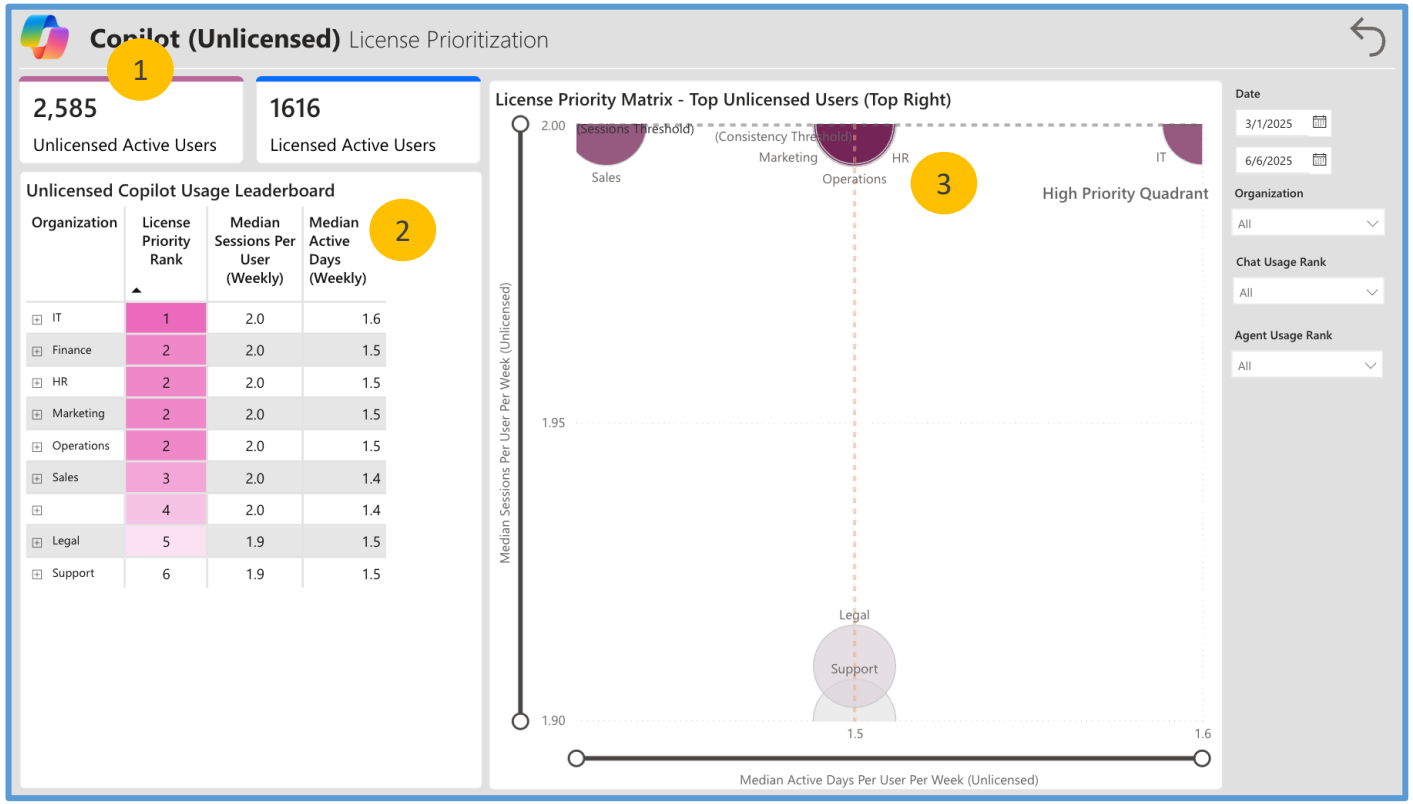
2 **How should teams be prioritized for new license allocation?**

INTERPRETATION: Teams are prioritized by their median sessions per user on a weekly basis (how much is the median employee on this team using Chat) and median active days per week (how often is the median employee on this team using Chat.

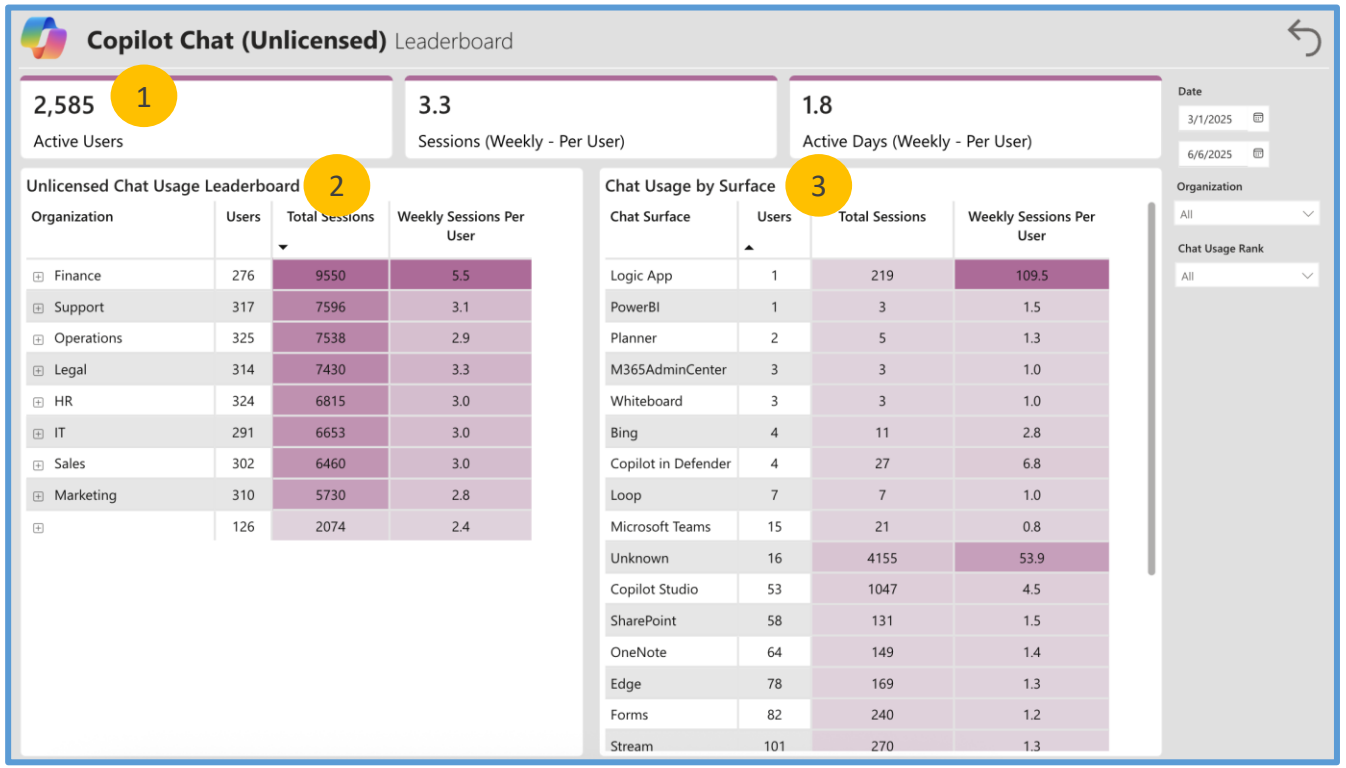
RECOMMENDATION: Click the + sign next to a team name to expand the view and observe the usage statistics for individual members of the team. This information can be particularly helpful when you are making allocation decisions at an individual level rather than team level.

3 **How do teams compare in terms of usage and license prioritization?**

INTERPRETATION: This chart is a visual representation of the information in the table on the left of this page. Teams in the top-right quadrant (high active days AND high sessions) should be prioritized first, as they are the most likely to gain immediate benefit from a paid license.



Chat (Web) - Leaderboard



1 **What are the overall usage metrics for this group?**

RECOMMENDATION: Use these metrics to monitor the overall unlicensed chat usage for this group. Refer to the glossary for specific definitions of each metric.

2 **Which teams are using chat the most? And which employees are using chat the most?**

INTERPRETATION: This table shows you the total chat sessions per team during this time period. By clicking the + sign to expand a team, you can see which individual users within that team are using chat the most.

GUIDANCE: High sessions per user generally reflects clear workflows, accessible data, and active coaching. Lower numbers can stem from limited awareness, competing tools, or workflows that have not yet been translated into prompts.

RECOMMENDATION: Consider allocating paid licenses to teams and/or individuals with particularly high usage, as they are likely to benefit most from greater Copilot functionality.

3 **Which chat surfaces are being used the most?**

INTERPRETATION: Use the column sort toggles to spotlight which chat surfaces drive the most usage in the period you selected. For this data, we see Stream is being used the most (270 sessions); however, Copilot Studio has a higher sessions per user (4.5 sessions per user). Look at both of these metrics to better understand usage; while a high number of sessions may indicate broad exposure to many team members, a high number of average sessions may indicate deeper usage that is more habitual.

RECOMMENDATION: Use this chart to identify under-utilized surfaces that could be better communicated; use organizational filters to locate any teams that may be higher users of these surfaces and could be sources of best practices for others.

Copilot Chat – Usage Trends

1 **What are the overall usage metrics for this group?**

RECOMMENDATION: Use these metrics to monitor the overall unlicensed chat usage for this group. Refer to the glossary for specific definitions of each metric.

2 **How have the number of active users and unlicensed chat sessions trended over time?**

INTERPRETATION: The line indicates the TOTAL number of actions completed in unlicensed (free) chat, as well as the number of active users.

GUIDANCE: The slope (rise or fall) of each line indicates how quickly usage is changing; a sharper slope means usage is increasing (or decreasing) rapidly, whereas a flatter slope indicates steadier use.

RECOMMENDATION: Note how the lines trend relative to one another. In general, parallel changes indicate changes that mirror each other (essentially, as users increase, so does the number of actions). If the slope of actions is steeper than users, however, that could indicate that people are also using unlicensed chat more frequently; this indicator of increased usage per user may be a good signal to investigate paid licenses for top users.

3 **How does usage differ across groups?**

INTERPRETATION: This chart shows the average number of chat sessions per user, per week, by team. For this data, we see Finance conducting far more sessions than other teams at around 5.5 per week.

RECOMMENDATION: Consider allocating paid licenses to teams with particularly high usage, as they are likely to benefit most from greater Copilot functionality.

4 **What does the unpaid chat usage frequency distribution look like for this group?**

INTERPRETATION: This chart tells you the average Chat usage represented by each of the usage ranks (top 10%, 75-90%, etc.). For example, in this chart, the top 10% of users average 12 sessions per week.

5 **Where are people using Chat most often?**
Teams is the #1 app, followed by Office (office.com or microsoft365.com) and Outlook.

RECOMMENDATION: This chart can be a useful way to compare and contrast how teams with similar work profiles are utilizing various apps. If a team does a significant amount of documentation work, you should expect to see a rise in Chat in Word, for example. This can guide licensing efforts.

Copilot Chat – Habit Formation

1

What groups are using Chat the most?

INTERPRETATION: The bar chart represents the average sessions per user, per week.

RECOMMENDATION: Filter on teams with high Chat usage and explore whether paid licenses may be worthwhile for these teams.

2

What does the Chat usage frequency distribution look like?

INTERPRETATION: These charts group users by how frequently they have used Chat in the last month. For this data, we see that 58% of the group used Chat only 1-5 days last month.

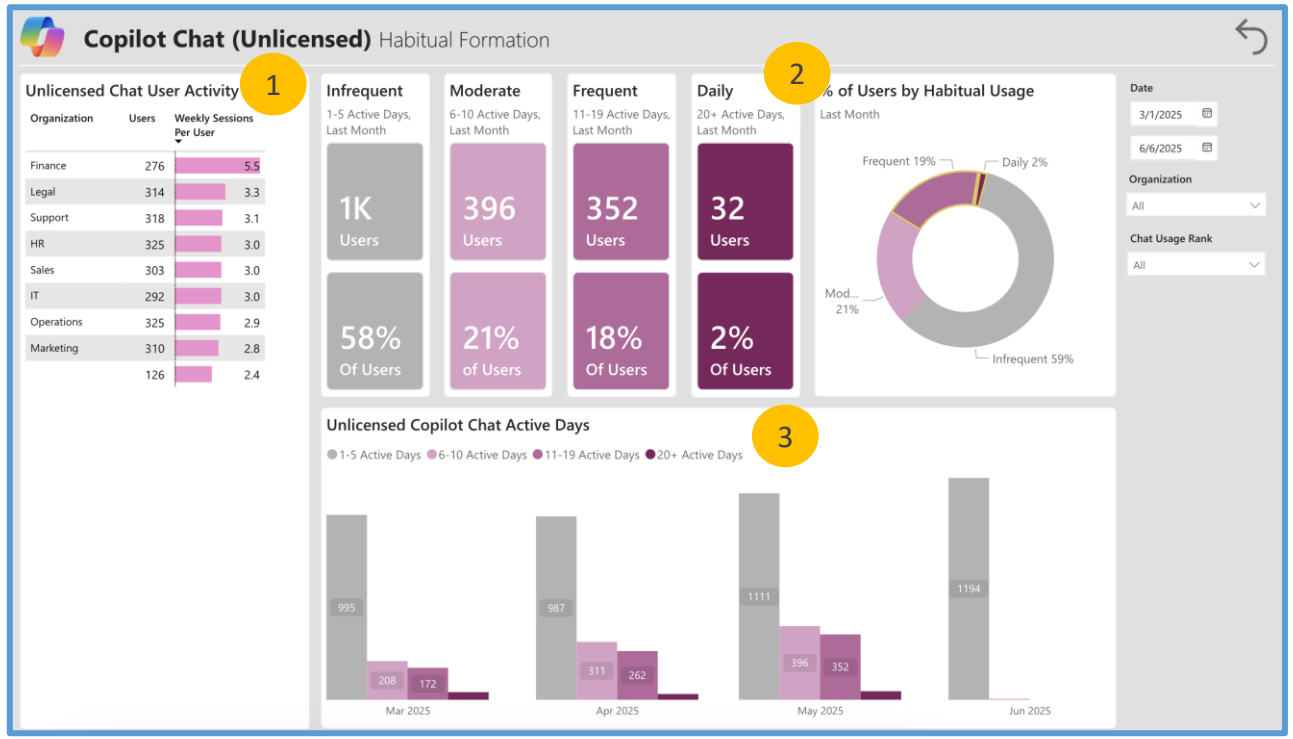
RECOMMENDATION: A high – and growing – percentage of daily and frequent users indicates Copilot Chat usage is really catching on, which may be a good signal to investigate allocating licenses to some of these top users.

3

How has the Chat usage frequency distribution changed over time?

INTERPRETATION: This chart shows the number of users in each category of active days by month. As we see Chat gain traction in an organization, we expect to see an increase in the more frequent usage tiers. Such a shift in usage categories tells us that Copilot usage is becoming more integrated into people's daily work, establishing Copilot as a routine part of their ways of working.

GUIDANCE: Note that as paid licenses are allocated, we may see the most-frequent tier shrink as those users are removed from unpaid usage measurement.



M365 Copilot – Usage Trends

1 **What are the overall usage metrics for this group?**

RECOMMENDATION: Use these metrics to monitor the Copilot usage for this group. Refer to the glossary for specific definitions of each metric.

2 **How have the number of active users and Copilot sessions trended over time?**

INTERPRETATION: Note that the blue line represents average sessions per user. The slope (rise or fall) of each line indicates how quickly usage is changing; a sharper slope means usage is increasing (or decreasing) rapidly, whereas a flatter slope indicates steadier use.

GUIDANCE: In general, we would like to see sessions per user increasing over time, indicating more habitual use by licensed employees. If there is a large increase in active users one week (indicating a large allocation of new licenses), you may see the average sessions per user decrease as they learn about Copilot.

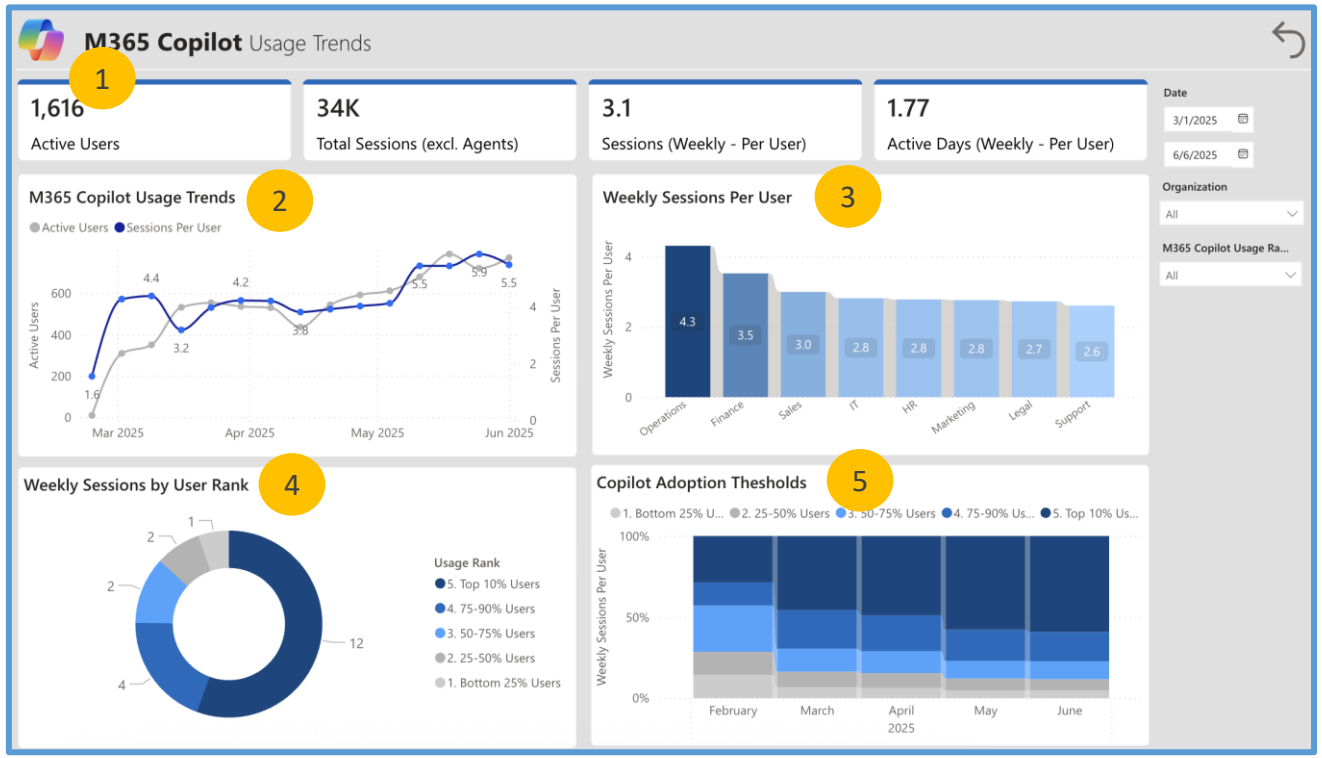
3 **How does usage differ across groups?**

INTERPRETATION: This chart shows the average number of Copilot sessions per user, per week, by team. For this data, we see Operations conducting far more sessions than other teams at around 4.3 per week.

RECOMMENDATION: Focus on groups with lower averages to identify teams where additional enablement – or potential license reallocation – may be warranted. Conversely, pay attention to teams with high usage, as they may be good sources of best practices for other teams.

4 **What does the Copilot usage frequency distribution look like for this group?**

INTERPRETATION: This chart tells you the average Copilot usage represented by each of the usage ranks (top 10%, 75-90%, etc.). For example, in this chart, the top 10% of users average 12 sessions per week.



5 **What percentage of users belong to different usage tiers, and how has this changed over time?**

INTERPRETATION: As we see Copilot gain traction in an organization, we expect to see an increase in top tiers of usage, and a decrease in low and non-users. Such a shift in usage categories tells us that Copilot usage is becoming more integrated into people's daily work, establishing Copilot as a routine part of their ways of working.

GUIDANCE: Common trends may include spikes (for example, when there is a large-scale enablement effort) or dips (for example, when a large group of new licenses are issued and those users are still ramping up their usage).

M365 Copilot - Leaderboard

1 **What are the overall usage metrics for this group?**

RECOMMENDATION: Use these metrics to monitor the overall M365 Copilot usage for this group. Refer to the glossary for specific definitions of each metric.

2 **Which teams are using M365 Copilot the most? And which employees are using M365 Copilot the most?**

INTERPRETATION: This table shows you the total M365 Copilot sessions per team during this time period. By clicking the + sign to expand a team, you can see which individual users within that team are using M365 Copilot the most.

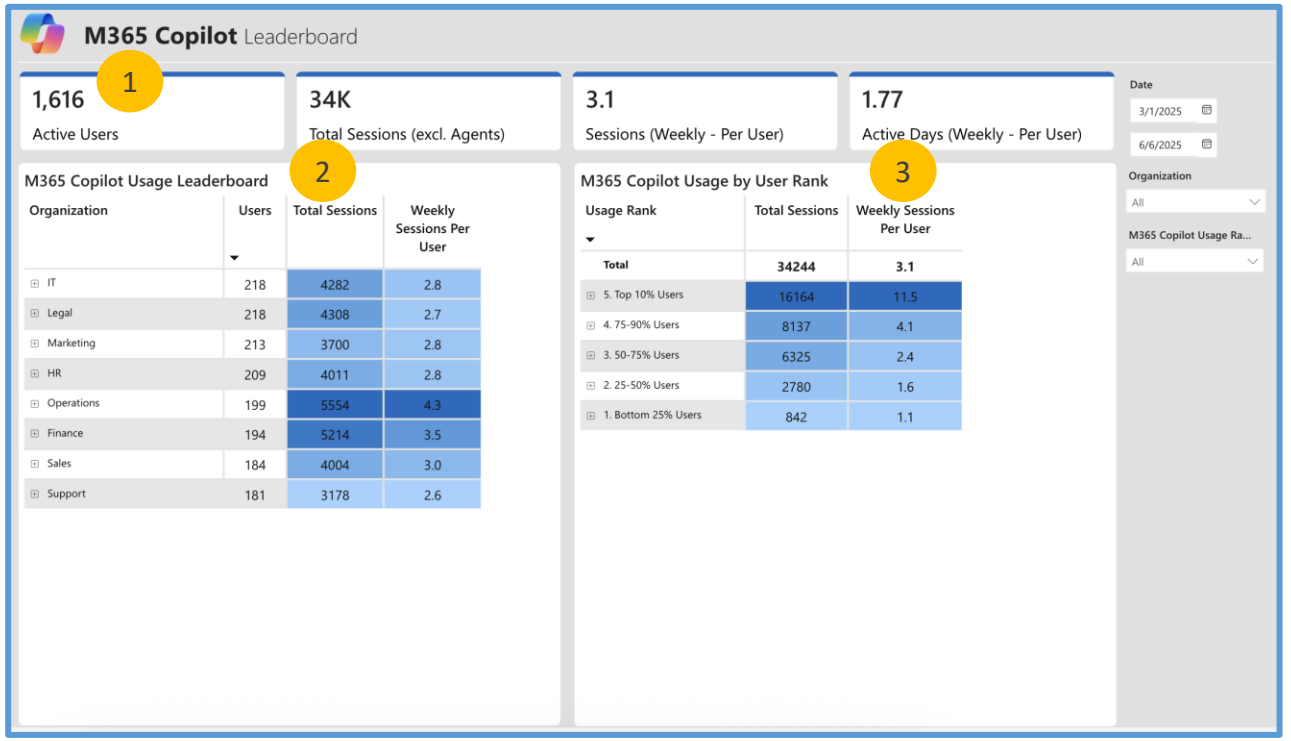
GUIDANCE: High sessions per user generally reflects clear workflows, accessible data, and active coaching. Lower numbers can stem from limited awareness, competing tools, or workflows that have not yet been translated into prompts.

RECOMMENDATION: Evaluate whether there are highly-licensed teams that are lagging in terms of overall usage relative to other groups; these might signal further enablement opportunities or even potentially reallocating under-utilized licenses.

3 **How much are different user ranks utilizing Copilot?**

INTERPRETATION: Use this chart to identify how often your population groups are using Copilot – both total sessions and weekly sessions per user. You can also expand the + sign to expand each group to identify which individuals belong to each user rank.

RECOMMENDATION: Though we expect usage to increase as user ranks increase, be sure to pay attention to large gaps, particularly around the moderate usage ranks. There may be significant opportunity to focus on enablement of these populations, and also to identify potential Copilot champions.



M365 Copilot – Habit Formation

1

What groups are using Copilot the most?

INTERPRETATION: The bar chart represents the average prompts per user, per month.

RECOMMENDATION: Filter on teams with high Copilot usage and investigate which surfaces they are using most. Consider holding focus groups to better understand their use cases and how they might serve as an example of usage for other teams.

2

What does the Copilot usage frequency distribution look like?

INTERPRETATION: These charts group users by how frequently they have used Copilot in the last month. For this data, we see that 59% of the group used Copilot only 1-5 days last month.

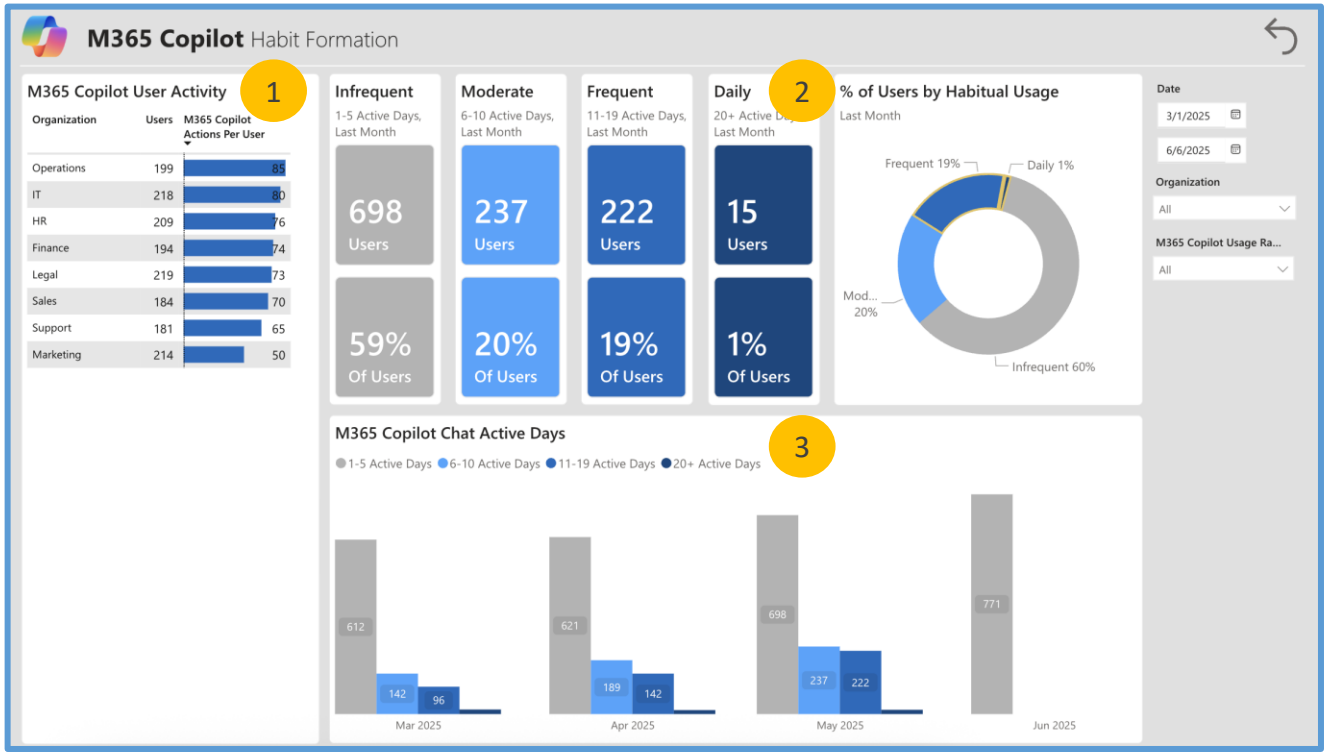
RECOMMENDATION: Distributions dominated by infrequent users indicates you either have a large population of newly-licensed users, or a need to better enable your population on potential use cases for Copilot.

3

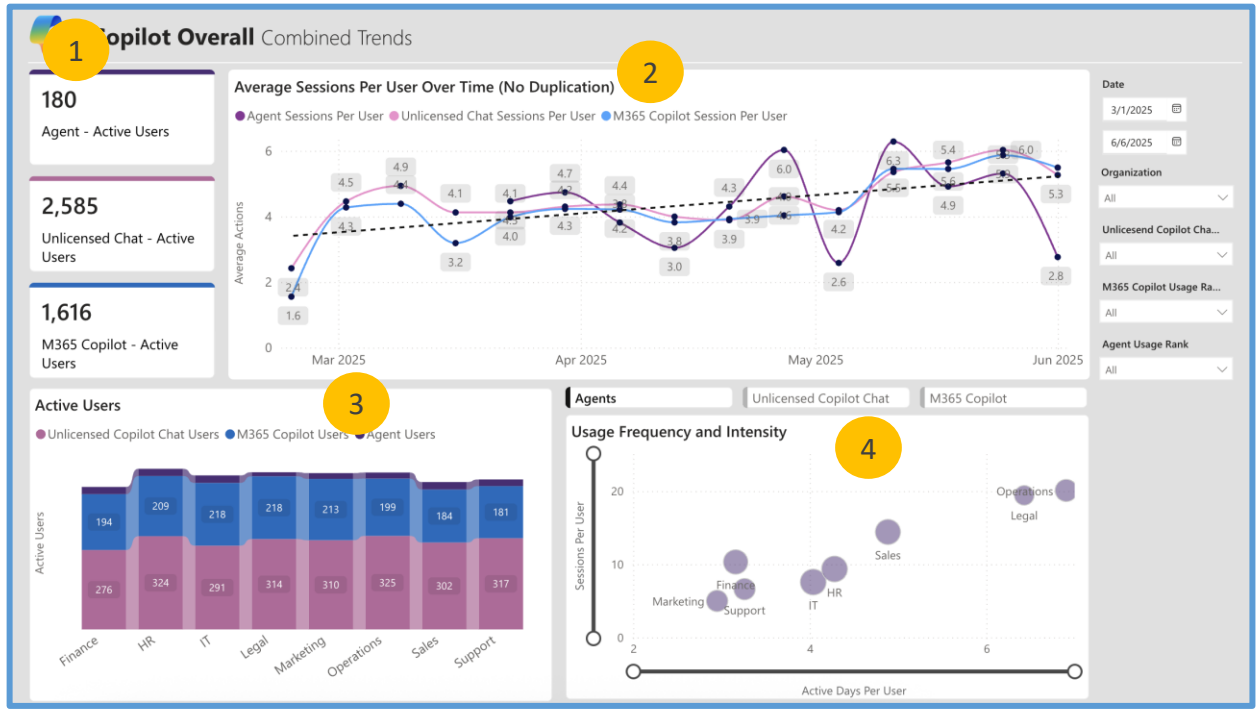
How has the Copilot usage frequency distribution changed over time?

INTERPRETATION: This chart shows the number of users in each category of active days by month. As we see Copilot gain traction in an organization, we expect to see an increase in the more frequent usage tiers, and a decrease in low users. Such a shift in usage categories tells us that Copilot usage is becoming more integrated into people's daily work, establishing Copilot as a routine part of their ways of working.

GUIDANCE: Common trends may include spikes (for example, when there is a large-scale enablement effort) or dips (for example, when a large group of new licenses are issued and those users are still ramping up their usage).



Copilot Overall: Combined Trends



1

What are the overall user counts by surface?

INTERPRETATION: These are the counts of unlicensed users (no M365 Copilot license), M365 licensed users, and total users who have used agents during this time period.

2

How has usage changed over time for each surface?

INTERPRETATION: The line indicates the average number of actions completed in licensed chat (M365 Copilot), unlicensed (free) chat, and agents.

GUIDANCE: The slope (rise or fall) of each line indicates how quickly usage in that surface is changing; a sharper slope means usage is increasing (or decreasing) rapidly, whereas a flatter slope indicates steadier use. For example, in this data, we see a spike in agent usage in May 2025, followed by a sharp drop.

RECOMMENDATION: Note how the lines trend relative to one another. If one line dips while others climb, that surface may need refreshed use cases, clarified policies, or stronger data access. Or, a sudden increase after a targeted campaign may indicate which enablement effort had real impact. Replicate enablement tactics that produced an upturn, and create remediation plans for surfaces that lag.

3

How does usage differ by surface across groups?

RECOMMENDATION: Compare surface-by-surface usage across each team. Which are the top users by surface, and which are lagging? Be sure to keep in mind the relative size of each team when comparing groups. If you see a team with a relatively higher percentage of unlicensed usage, you may consider allocating additional M365 Copilot licenses to that team.

4

How do usage frequency and intensity differ across each surface, for each group?

INTERPRETATION: In the chart above, we see each group's active days of usage plotted (X axis) against their average sessions (Y axis). The size of each bubble represents the number of users in that group. For example, in the data above, we see Operations has both the highest active days per user for agents, and also has the most sessions per user.

RECOMMENDATION: Use this information to identify teams that might be outliers, either notably higher or lower than other teams. For those above other teams, consider holding focus groups to better understand what might be driving the high usage, and how it could be shared with other teams. For those lower than other teams, consider additional enablement efforts to better illustrate to their users how they might leverage these tools.

Copilot Overall – Combined Leaderboard

1 **What are the overall usage metrics for this group?**

RECOMMENDATION: Use these metrics to monitor the overall agent, unlicensed chat, and M365 Copilot usage for this group. Refer to the glossary for specific definitions of each metric.

2 **Which teams are using M365 Copilot and agents the most? And which employees are using them the most?**

INTERPRETATION: This table shows you the total M365 Copilot sessions per team during this time period, as well as the percent of each team that are using agents. By clicking the + sign to expand a team, you can see which individual users within that team are using M365 Copilot and agents the most.

GUIDANCE: Evaluate how Copilot and agent usage correlate across teams. Do some teams have high Copilot usage, but relatively low agent usage? That may signal an opportunity for further enablement on agents. Low usage on both? That may signal a broader need for AI enablement for this team.

3 **Which teams are using unlicensed chat and agents the most? And which employees are using them the most?**

INTERPRETATION: This table shows you the total unlicensed chat sessions per team during this time period, as well as the percent of each team that are using agents. By clicking the + sign to expand a team, you can see which individual users within that team are using unlicensed chat and agents the most.

GUIDANCE: Evaluate how unlicensed chat and agent usage correlate across teams. Teams that are high on either – or both – may be a good place for future license allocation, as they are already demonstrating a likelihood to make good use of a paid license based on their current free usage.