



Creating the business of the future with Microsoft Copilot and Agents

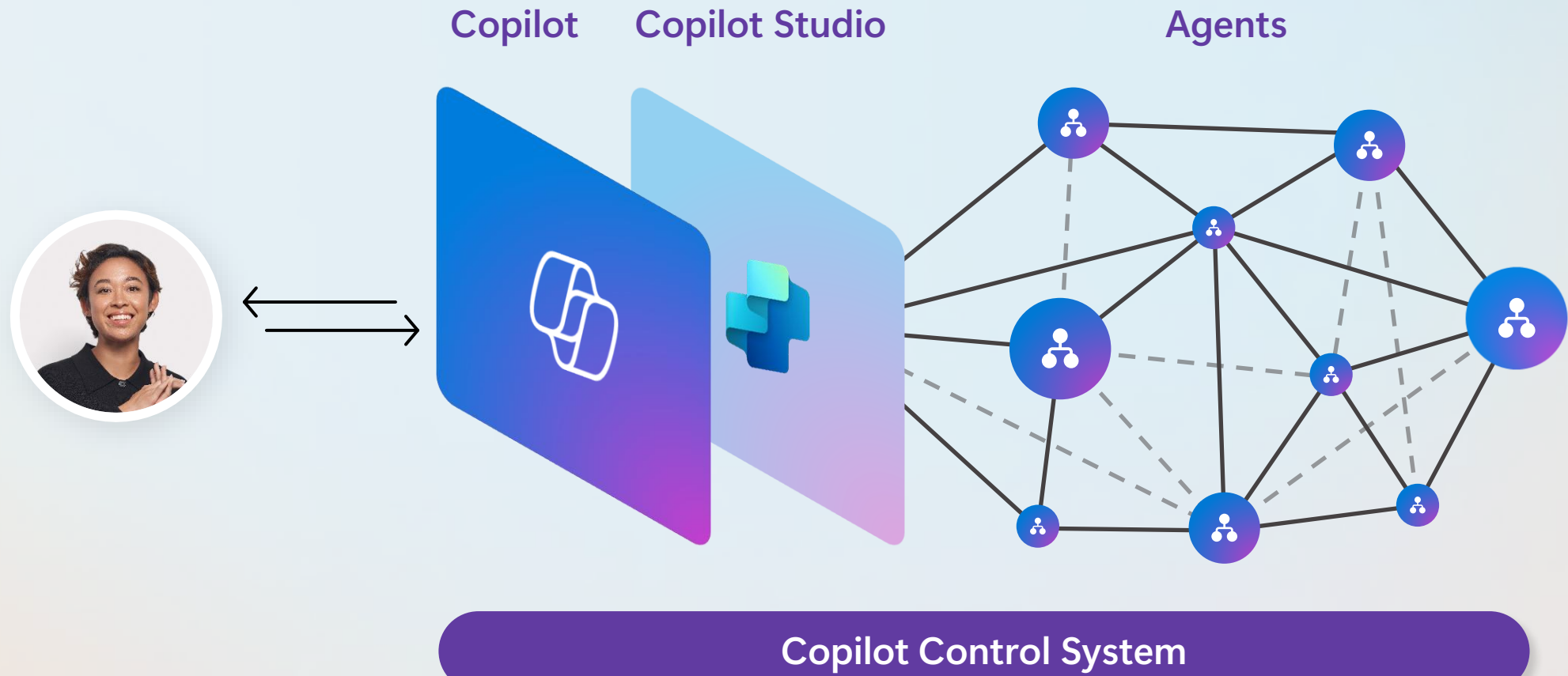
Microsoft 365 Copilot and Agents briefing

Maria Ktena

AIBS Partner Solution Sales Manager
GR/CY/ML & Adriatics



Copilot + Agents



Typical Customer AI Journey



Microsoft 365 E3/E5 or Business Premium w/ Teams + Defender & Purview Suite

Top 10 to "Try First"

with Microsoft 365 Copilot

Foundational skills for new users



1

Recap a meeting

– let Copilot keep track of key topics and action items so you can stay focused during the meeting and avoid listening to the recording after.

→ Draft an email with notes and action items from meeting



2

Summarize an email thread

– get quickly caught up to a long, complex email thread.

→ Click on the Summarize icon



3

Draft email

– personalize the tone and length.

→ Draft an email to [name] that informs them that Project X is delayed two weeks. Make it short and casual in tone.



4

Summarize a document

– get right down to business by summarizing long documents and focusing on the relevant sections.

→ Give me a bulleted list of key points from file



5

Tell me about a topic/project

– provide insights and analysis from across multiple sources to get up to speed quickly.

→ Tell me what's new about topic organized by emails, chats, and files?



6

Give me some ideas for ...

– boost your creativity with ideas for your work such as agendas, product names, social media posts, etc.

→ Suggest 10 compelling taglines based on file



7

Help me write ...

– jumpstart creativity and write and edit like a pro by getting a first draft in seconds.

→ Generate three ways to say [x]



8

What did they say ...

– when you vaguely remember someone mentioning a topic, have Copilot do the research.

→ What did person say about topic



9

How do I ...

– let Copilot help you build or fix formulas in Excel.

→ How do I sum values that are greater than 0?



10

Translate a message

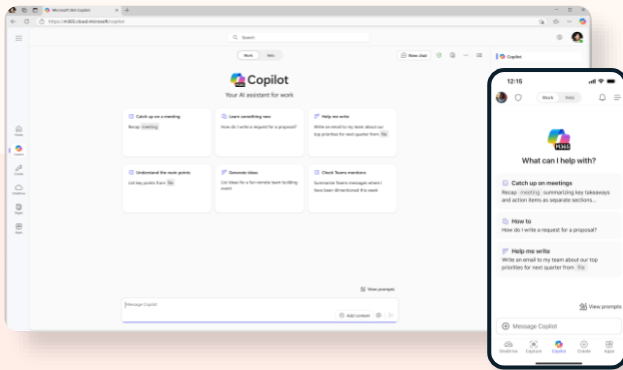
– with business becoming increasingly international, it's important to be able to read or write messages in other languages.

→ Translate the following text into French:

For more prompts, visit Prompt Gallery at: aka.ms/prompts

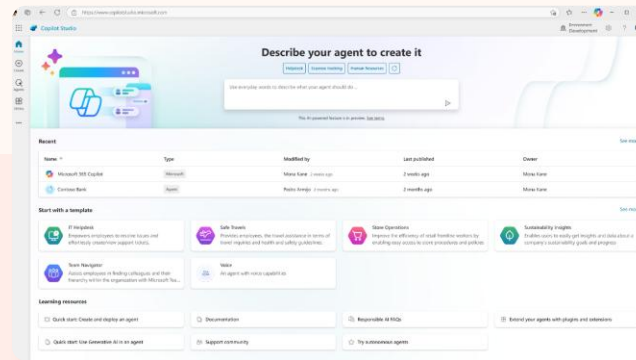


Introducing Microsoft 365 Copilot Chat



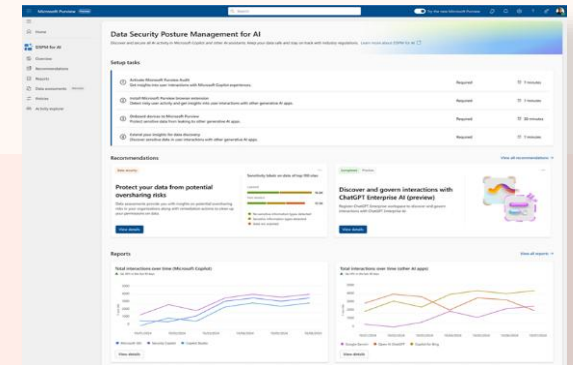
Chat

Free AI chat — powered by GPT 5.2 and grounded in the web



Agents

Integrated into the chat experience and paid for on a consumption basis



IT Controls

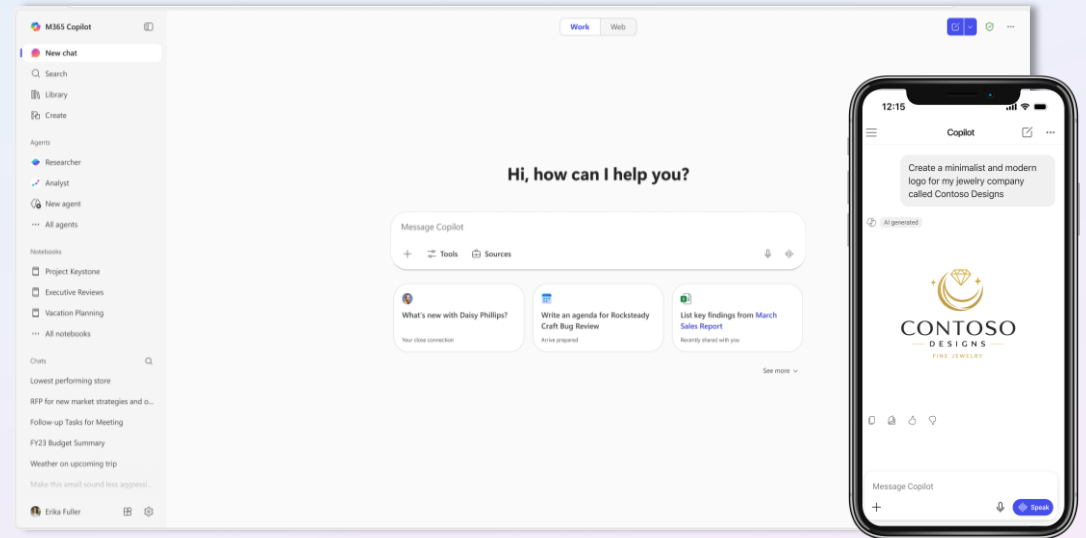
Enterprise Data Protection and management

Your starting place for AI at work



M365 Copilot App

AI-powered productivity app tailored to your work with Work IQ.



Chat

Pages

Search

Agents

Create

Notebooks

Secure AI chat powered by the latest models available and Work IQ intelligence layer.

Turn Copilot responses into editable and collaborative canvases.

AI search enhanced by Work IQ for fast and relevant results.

Broad ecosystem of pre-built agents and low code and pro code tools.

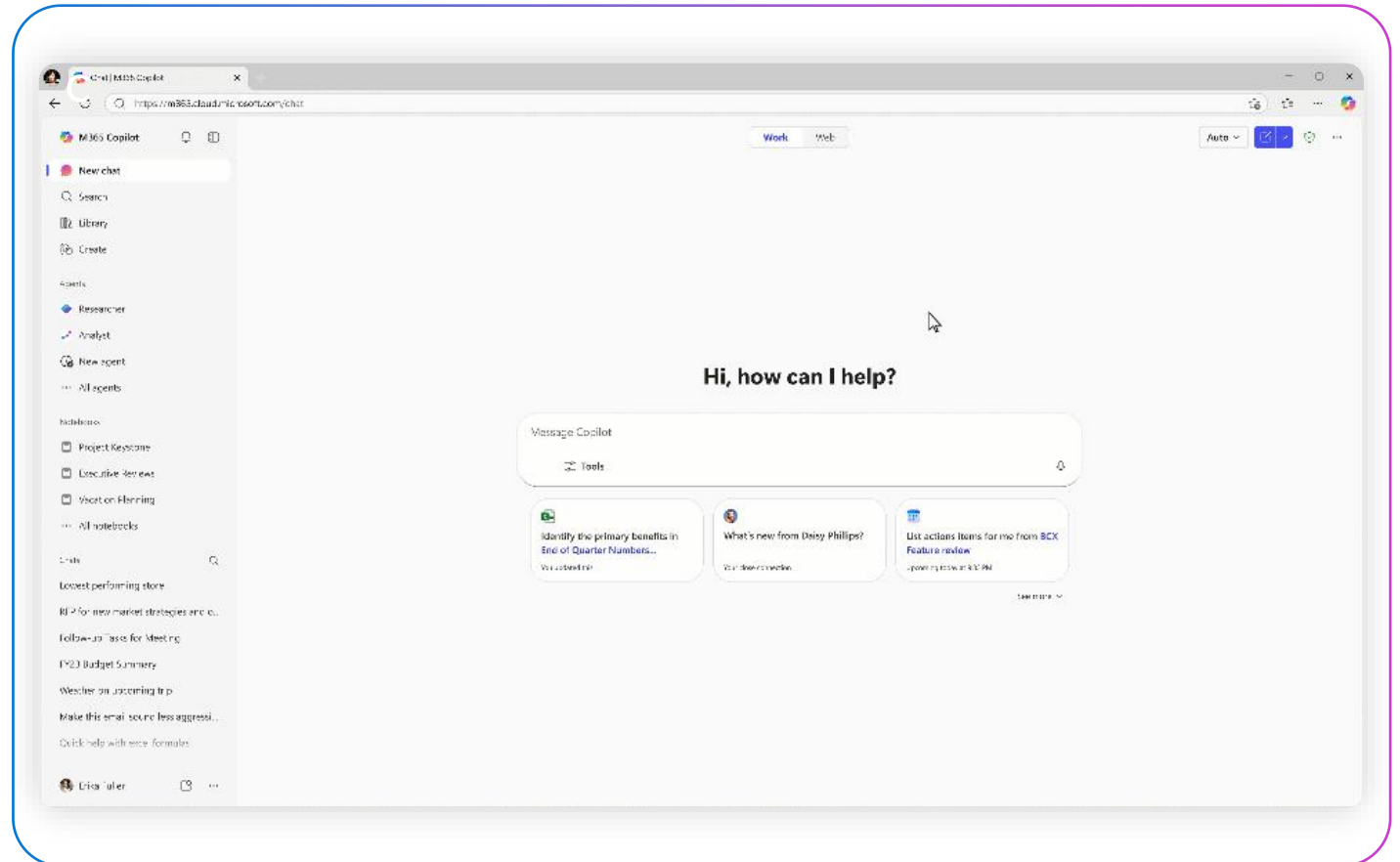
AI-generated images, videos, and more aligned to your organization's brand identity.

Centralize and share project-related content of various types with AI assistance and dynamic insights and updates.

Copilot Chat

Supercharge productivity, streamline tasks, and uncover insights in seconds with secure AI chat powered by Work IQ.

- Unifies chat experience across Microsoft 365 apps and provides a single, consistent chat experience, helping to reduce context switching while work stays connected.
- Leverages personalized and organizational context to deliver relevant role-aware support directly in the flow of work.
- Provides priority access to OpenAI's latest models.



[Chat | M365 Copilot](#)

Generally Available

Available to both Copilot Chat and M365 Copilot licensed users. Work IQ and advanced capabilities enabled for M365 Copilot users only.



Microsoft 365 Copilot

Your personal AI assistant for work **\$30**

Microsoft 365 Copilot for Business,
up to 300 seats **\$21**

Copilot Chat

Free, secure AI chat



Chat

Work scope

Copilot in Microsoft 365 apps

Teams, Outlook, Word, Excel, PowerPoint

Agents

Copilot Control System

Copilot Analytics

Top 10 reasons to upgrade from Copilot Chat to Microsoft 365 Copilot

1 Work IQ

2 Word, Excel, PPT, OneNote, & Teams

3 Copilot Search and Notebooks

4 Researcher and Analyst

5 Collaborative agents

6 Custom built agents and apps

7 Multi-model

8 Priority vs standard access

9 Security and management

10 Access to Frontier features

Out-of-the-box agents

Streamline business processes seamlessly across Microsoft 365 apps



Analyst agent



Researcher



Facilitator



Sales agent



Employee self-service



Sales chat



Interpreter



SharePoint agents



Project manager



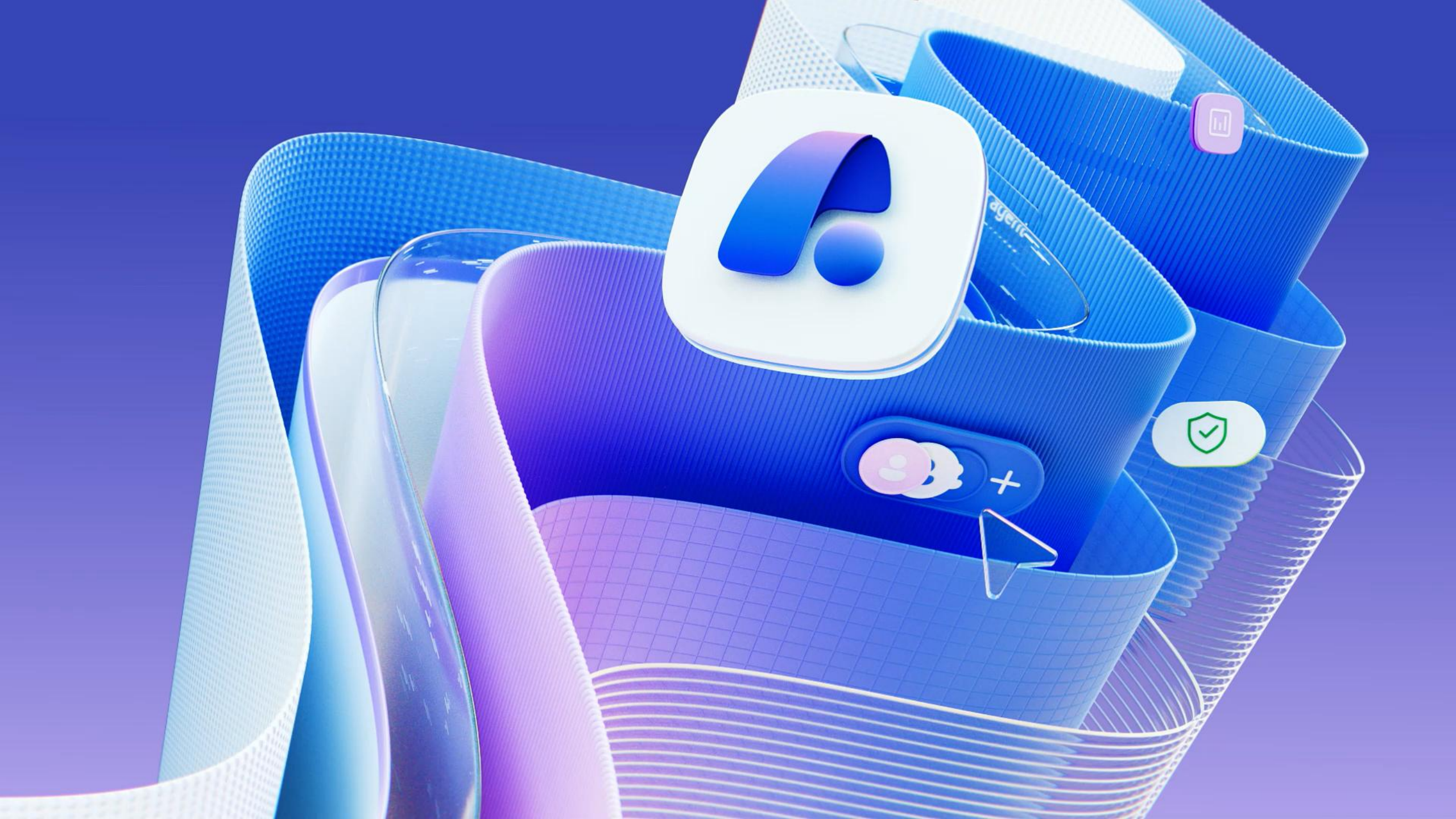
Skills agent

Available May 1



Microsoft Agent 365

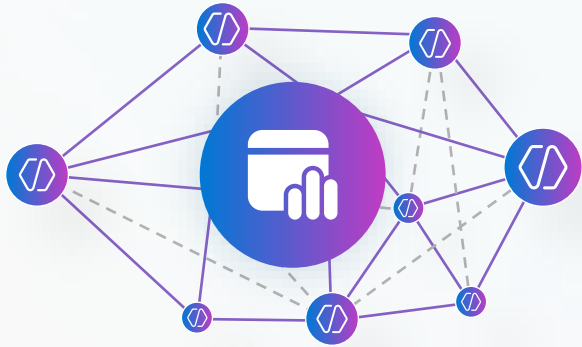
The control plane for agents



Microsoft Agent 365

The control plane for agents

Observe



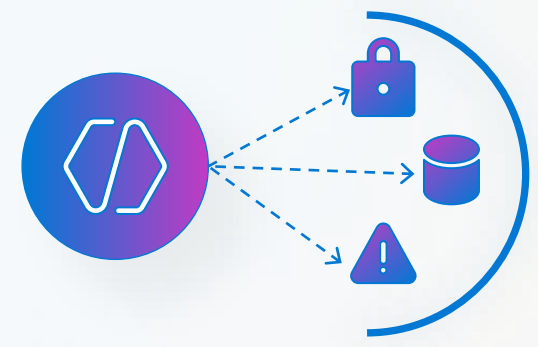
Monitor and manage agents in real time

Govern



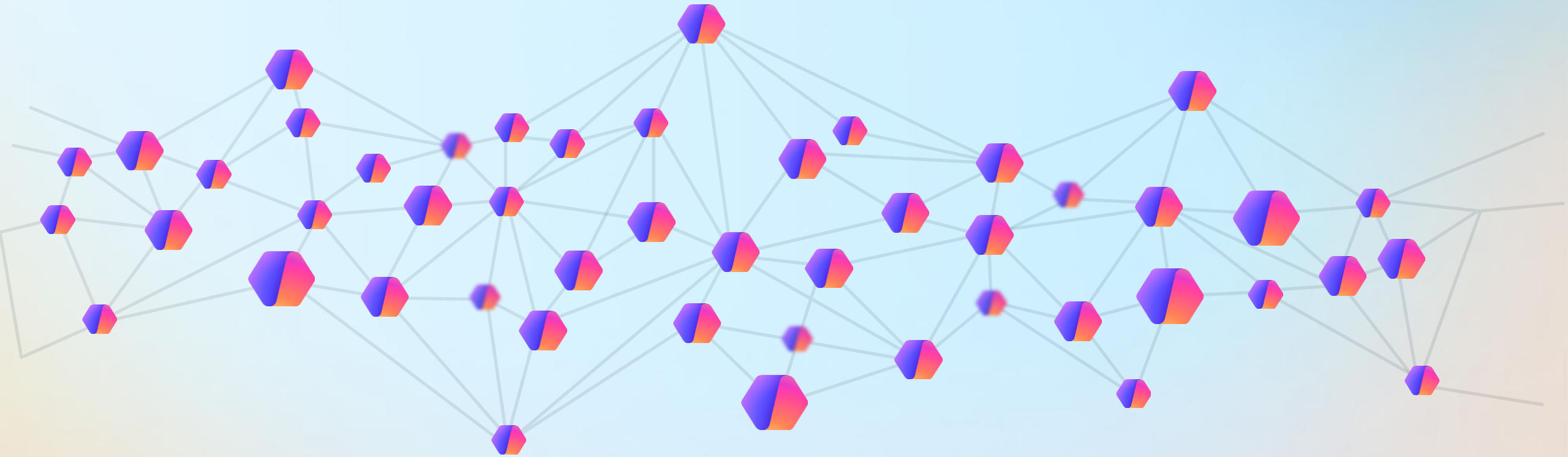
Govern agents throughout their lifecycle

Secure



Protect all agents comprehensively

Is your organization ready?



Can we track and monitor all agents? Do we know what agents are doing?

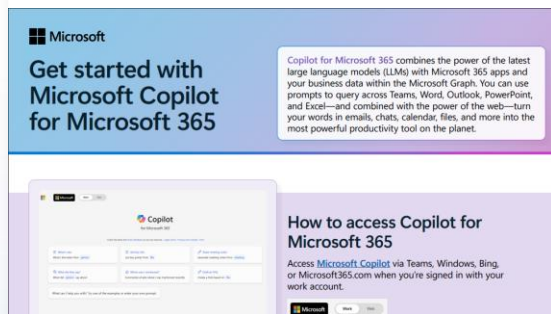
Do we have proper guardrails for agents and people that interact with them?

Are agents protected? Do they have the right access? Can they leak sensitive data?

Copilot Success Kit

What's included

Quick Start Guide



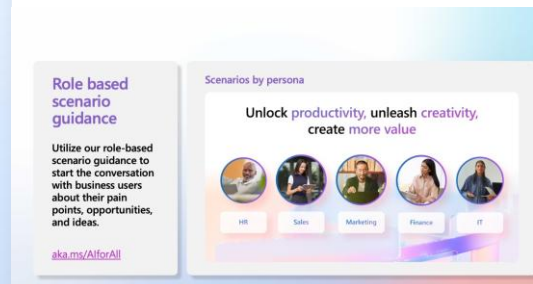
PDF

Technical Readiness & Adoption Guide



PowerPoint

Implementation Checklist



Excel Worksheet

Onboarding Email Templates



OFT files

Learn more at aka.ms/CopilotSMB/SuccessKit

Select the blue underlined name to navigate to that asset

Tools to support your AI journey

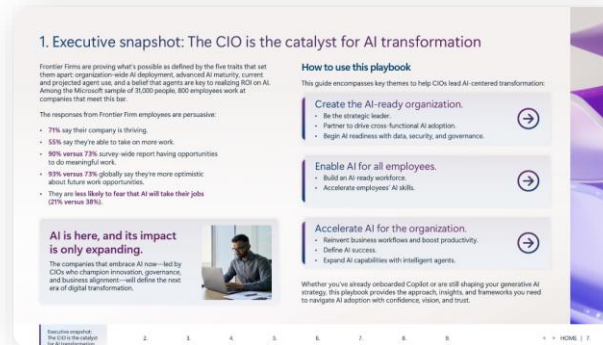
Copilot Success Kit

Business Leaders



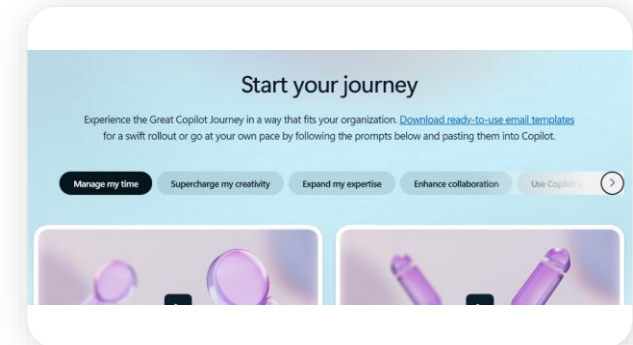
[Scenario Library](#)

CIOs & IT Leaders



[CIO Playbook](#)

End users and Decision Makers



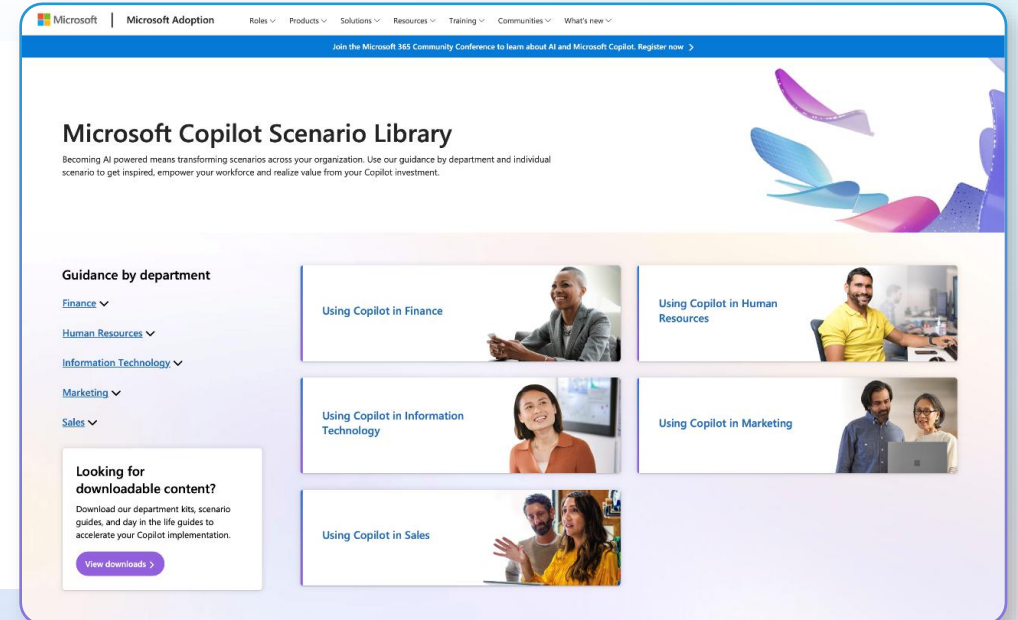
[The Great Microsoft 365 Copilot Journey](#)

aka.ms/CopilotAdoptionHub

Copilot Scenario Library

Copilot brings AI value across lines of business

Use the [Scenario Library](#) to identify top use cases and key metrics you would like to improve in that functional area.



All roles & leaders

Improve meetings
Content creation
Manage daily agenda

HR

Cost per hire
Employee turnover
Compliance risk reduction

Marketing

Leads created
Brand value
Cost per lead

Sales

Number of opportunities
Close rate
Revenue per sale



The Frontier Firm

**Where Microsoft
makes the difference**



Microsoft 365 Copilot

AI built for work

Work IQ

The intelligence layer that personalizes Copilot to you and your organization

Agentic Work

AI in the flow of work that turns intent into action

Multi-model

The best model for every task and workflow

Agent Platform

Ecosystem of agents with agent building tools for everyone

Security & Management

Built-in security, management, and governance

Why choose Copilot for artifact creation

Copilot creates AI content the same way teams already work — collaboratively, securely, and in one shared version.

1

Grounded in your work

Uses Work IQ, so edits reflect what's current and relevant across your files, meetings, emails, chats and relationships.

2

Native app fidelity & integration

Creates real Excel formulas, pivot tables, and charts; uses company templates in PowerPoint; and applies Word templates, so outputs work as intended.

3

Built for collaboration

Supports team collaboration in shared files stored in OneDrive and SharePoint, so teams iterate on a single, shared version.

4

Trusted

Enforces M365 permissions and labels, saves to OneDrive/SharePoint and applies tenant controls, protecting against unauthorized processing and enabling governance at scale.

5

Comprehensive visibility

Applies changes directly in Word, Excel, PowerPoint and Outlook, so edits are transparent, reviewable, and reversible as you iterate.

6

Model choice

Brings leading models from multiple providers into your work experience, so you can get high-quality output for the task without switching tools.

Functional Transformation



Customer Service

Self-help

Support assignment

Issue diagnosis

Problem resolution

Continuous improvement



Sales

Customer self-service

Lead generation

Customer engagement

Negotiations & closing

Post-sale follow-up & upsell

Sales analysis & forecasting



Finance

Quote to cash

Record to report

Tax & treasury

Planning & analysis

Risk management and compliance

Procure-to-pay



Marketing

Customer insights & strategy

Demand generation

Content creation

Campaign execution

Predictive analysis

Personalization

Sales enablement & recommendation



HR

Employee engagement

Recruiting

HR admin & payroll

Compensation & benefits

Learning & development

Talent management

HR strategy & planning



Legal

Regulatory & compliance management

Contracting

Risk management

Litigation

Consultation

Intellectual property

Advisory services



IT

Data management

Software management & acquisition

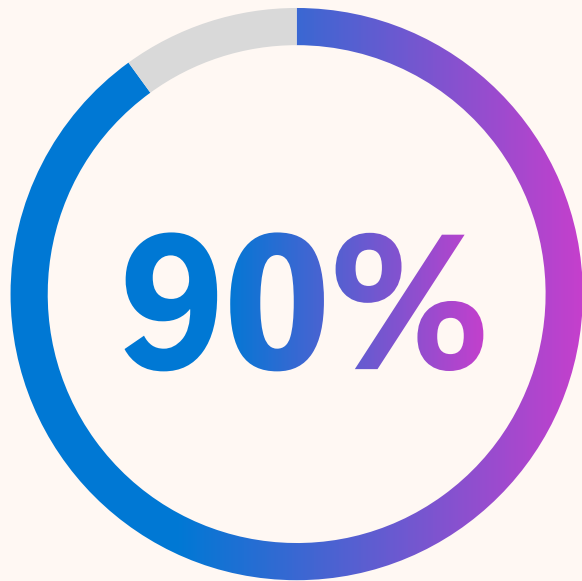
Device management

IT operations

Network operations

Information security

Change management & user adoption



of the Fortune 500 use
Microsoft 365 Copilot



[Using Copilot Studio, Holland America Line improved booking outcomes while reducing reliance on live agents through AI-powered digital concierge support](#)



[Swiss Post rolled out Microsoft 365 Copilot and Copilot Chat across 45,000 employees, shifting from experimentation to enterprise-scale AI embedded in everyday operations.](#)



[Lumen estimates Copilot is saving its sellers an average of four hours a week, and projects \\$50 million savings annually.](#)



[Using Copilot Studio, Estee Lauder built an agent to turn fragmented data into real-time intelligence, enabling faster, consumer-driven decisions for the company.](#)



[PwC rolled out Microsoft 365 Copilot across 136 countries, delivering \\$150M in time savings and \\$25M in platform cost savings while unifying teams on a secure, global platform.](#)



[Microsoft 365 Copilot supports Prague Airport's operations at scale, helping 4,000+ employees manage work across an airport serving 16.4M passengers.](#)



[Quilter achieved its fastest-ever tech ROI with Microsoft 365 Copilot, saving 13,000+ hours per month by cutting post-call admin for high-cost financial services teams.](#)



1. Create a job posting

create job postings for any role.



2. Create interview questions

Brainstorm interview questions specific for any role with Copilot. Create both behavioral and technical questions depending on your needs.



3. Research salary levels

Find typical salary levels for positions based on geography.



4. Create an offer letter

Found the perfect candidate? Use Copilot to quickly draft an offer letter for you to send.



5. Create onboarding materials

Streamline the onboarding process by asking Copilot to generate learning paths according to individual roles, learning styles, and career goals.



6. Make introductions

Draft an email to introduce your new employee to their team.

KPIs impacted

✓ Cost per hire

✓ Reduce onboarding time

Value benefit

✓ Cost savings

✓ Employee experience

¹Access M365 Copilot Chat at m365copilot.com, or the Microsoft 365 Copilot Chat mobile app and set toggle to "Web".

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³AI Agents allow Copilot to access your organization-specific apps. In the past this would have required an API call to get data from a system of record.

The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization's business processes, regulatory requirements, and responsible AI principles.



Copilot Chat can assist with many tasks in the recruiting process from creating job postings and interview questions, to performing research, and assisting with onboarding.

KPIs impacted

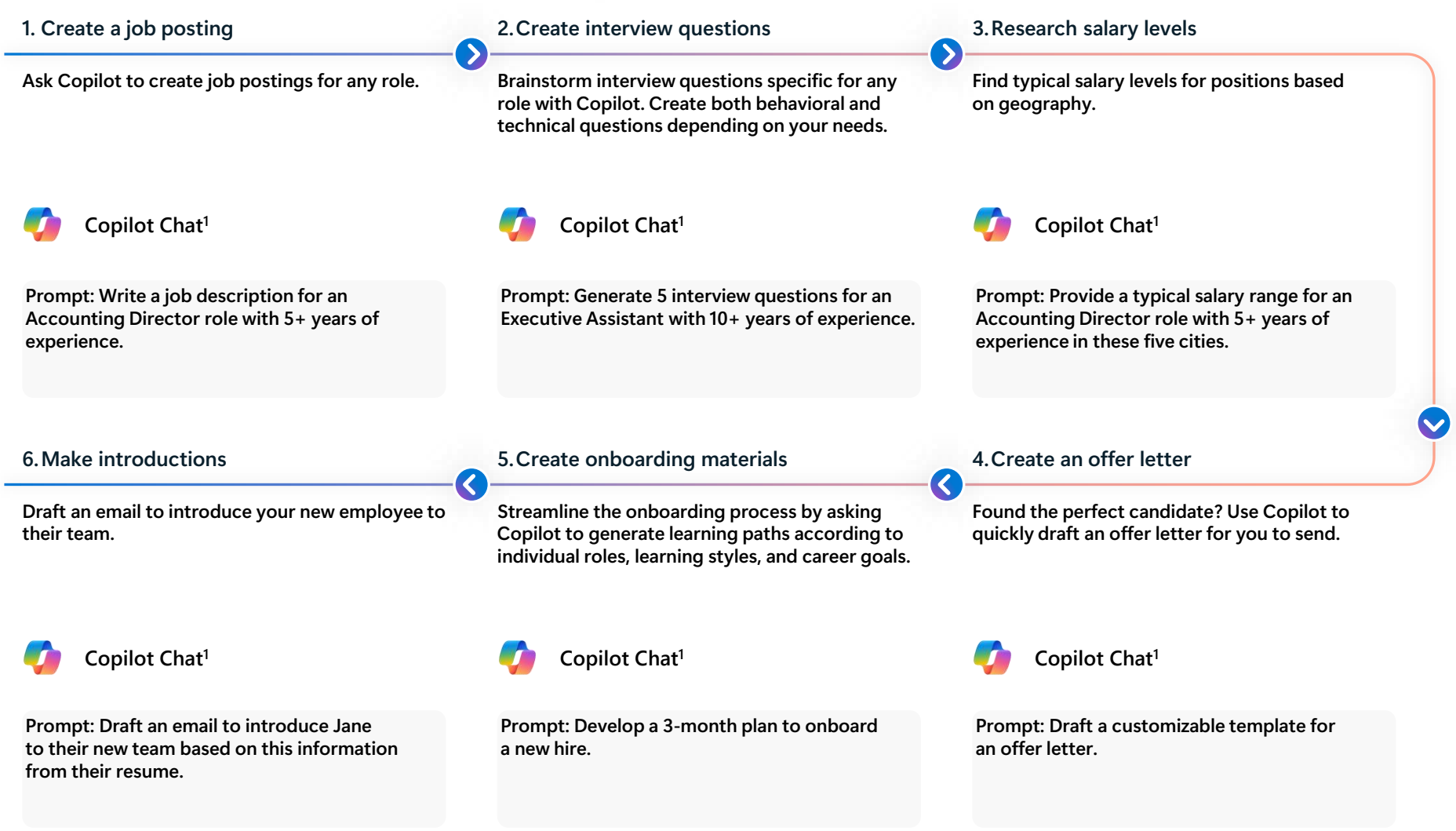
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Helping identify great candidates is easier with AI assistance. Reduce the cost spent on hiring by using Copilot to create job descriptions, identify candidates and draft personalized communications.

1. Conduct market research

Research the latest industry trends and data regarding competitive job descriptions.



2. Create job description

Create a job description which leverages the market research gathered.



3. Identify potential candidates

Indicate keywords from your job description to surface potential candidates. Access HR system data using an AI Agent.



4. Create candidate slate

Draft a detailed view of potential candidates and insights so a hiring manager can easily evaluate candidates.



5. Communicate potential candidates

Draft and send email to hiring manager sharing potential candidates and insights with them for consideration.



6. Finalize candidate slate

Engage with hiring manager to gain feedback on candidate slate and align on next steps.

KPIs impacted

Cost per hire

Value benefit

Cost savings

Employee experience

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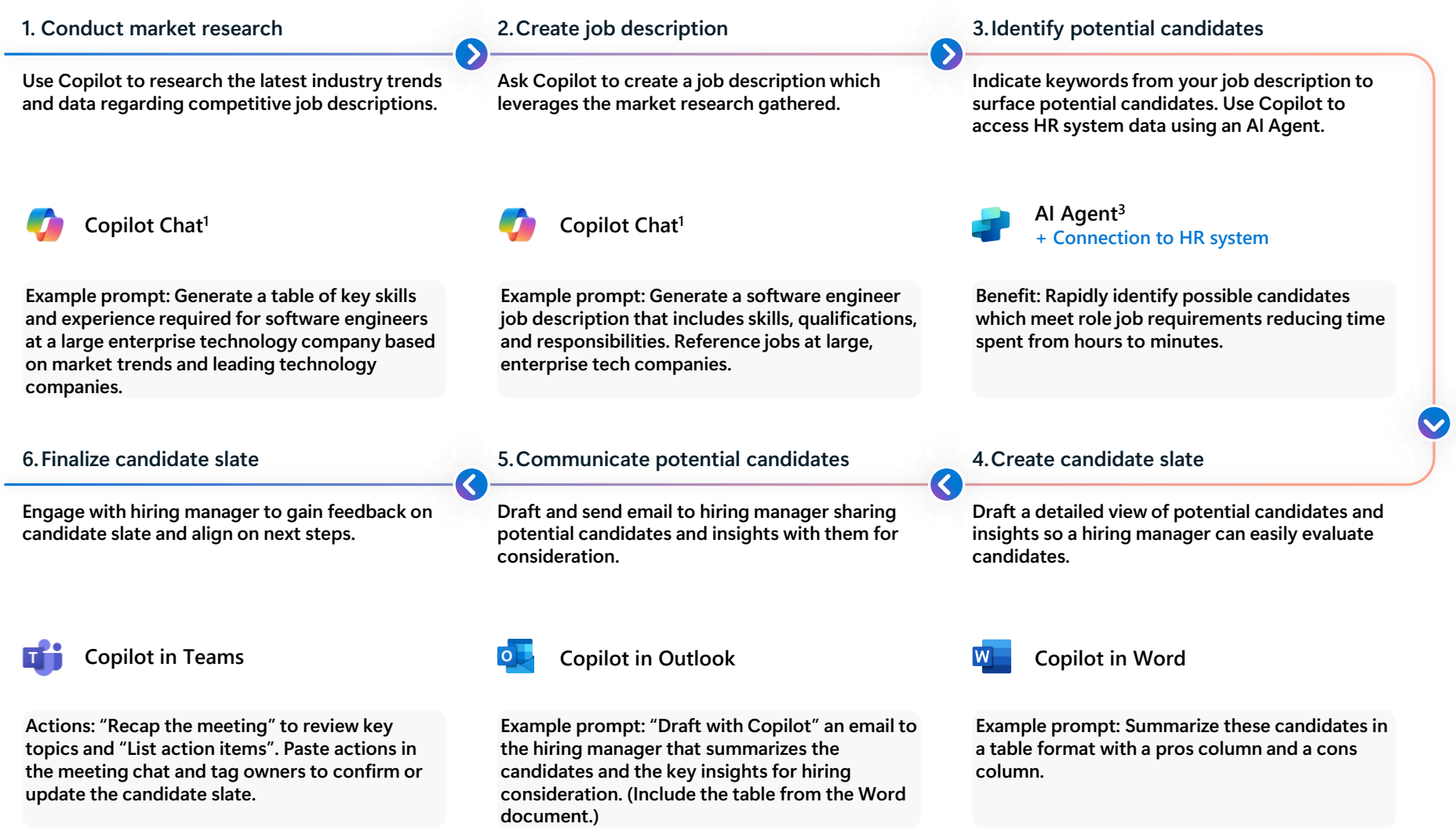
KPIs impacted

Cost per hire

Value benefit

Cost savings

Employee experience



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Q&A



Thank you.





Ask a work question, or use / to reference people, files and more



Microsoft

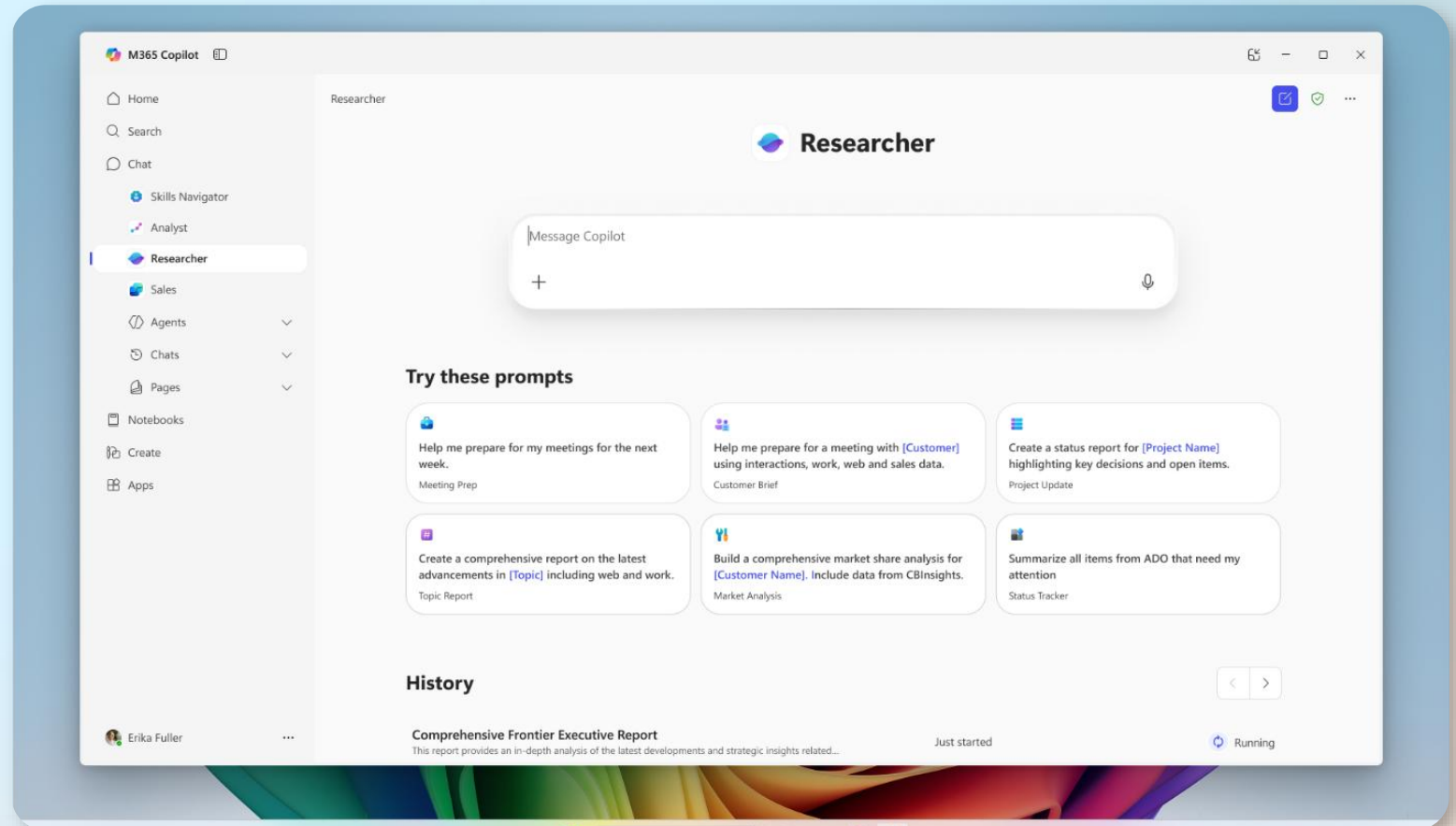
Researcher agent

The **Researcher Agent** gives organizations the capability they'd expect from a highly paid strategist or researcher.

By combining the most advanced deep reasoning models with Copilot Chat's web- and work-grounding, as well as its agent ecosystem, this agent provides well-reasoned responses to complex prompts with the data that matters most.

For users, this gives them **a thought partner that can perform advanced reasoning grounded in their unique context**, and for an organizations this gives them **on-demand access to the types of work they typically expect from highly paid employees**.

Available Now!



Microsoft 365 Copilot

● Included ○ Limited ▲ Metered

Copilot Chat¹

M365 Copilot

w/o Copilot license

\$30 pu/pm

		Copilot Chat ¹ w/o Copilot license	M365 Copilot \$30 pu/pm
Grounding	Web data, referenced files, uploaded files	●	●
	Work IQ	-	●
	Use Copilot connectors to access external data sources	▲	●
Models	Latest OpenAI models: GPT-5.X	Standard	Priority
	Model choice	-	●
Microsoft 365 Copilot App	Chat	●	●
	Search ²	○	●
	Notebooks	-	●
	Create ³	Standard	Priority
	Memory and personalization	●	●
	Voice on mobile, desktop, web	-	●
	Copilot Mode in Edge ⁵	○	●
M365 Apps	Copilot in Outlook ⁶	Standard	Priority
	Word, Excel, and PowerPoint agents accessed via Chat	Standard	Priority
	Copilot in Word, Excel, PowerPoint, and OneNote	-	●
	Copilot in Teams ⁷	-	●
Agents & tools	Pre-built Microsoft agents, including Researcher, Analyst, and Facilitator ⁸	-	●
	Sales, Service, and Finance agents	-	●
	Agent creation using Agent Builder and Copilot Studio	●	●
	App Builder and Workflows agents ⁴	-	●
	Agent usage	▲	●
Security and management	Enterprise Data Protection (EDP), management, compliance, and controls	●	●
	Analytics to measure adoption, usage, and business impact ⁹	○	●
	SharePoint Advanced Management	-	●

1) Applies to customers with 2,000 or more M365 seats
 2) Lexical search included for Copilot Chat users
 3) Access to brand kits and surveys requires M365 Copilot license
 4) Available via [Frontier](#) program, pricing final upon GA

5) Copilot Chat users access Copilot Mode w/web data and open documents only
 6) For unlicensed users, Copilot Chat in Outlook reasons over organizational data in Outlook, Teams, OneDrive, and SharePoint (limited).
 7) Includes 20 hours of Interpreter per user per month

8) Researcher and Analyst, have combined limit of 25 interactions pu/pm
 9) Basic reporting available with Copilot Chat