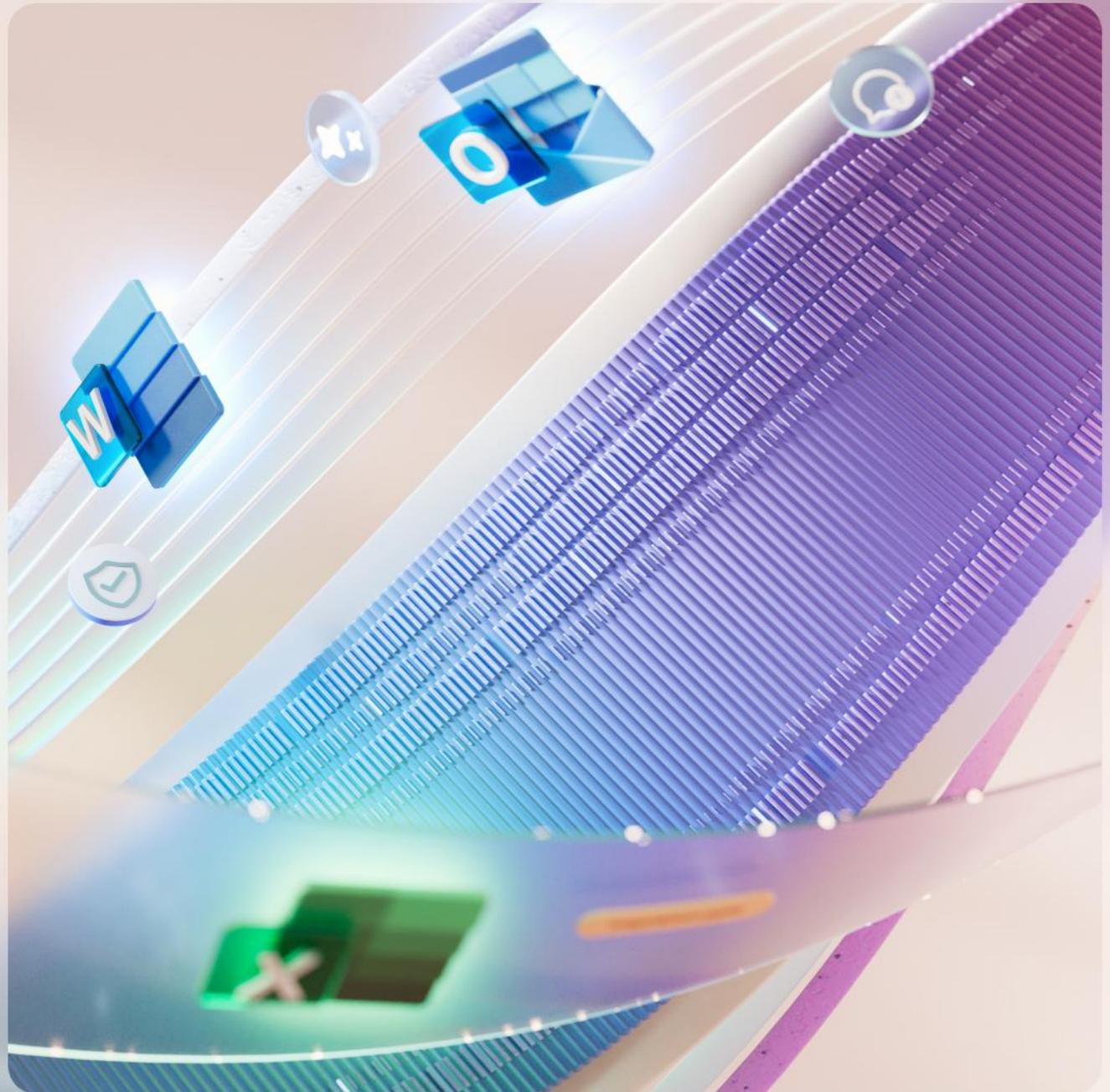Microsoft 365 Copilot

What's new with Copilot Chat & Microsoft 365 Copilot
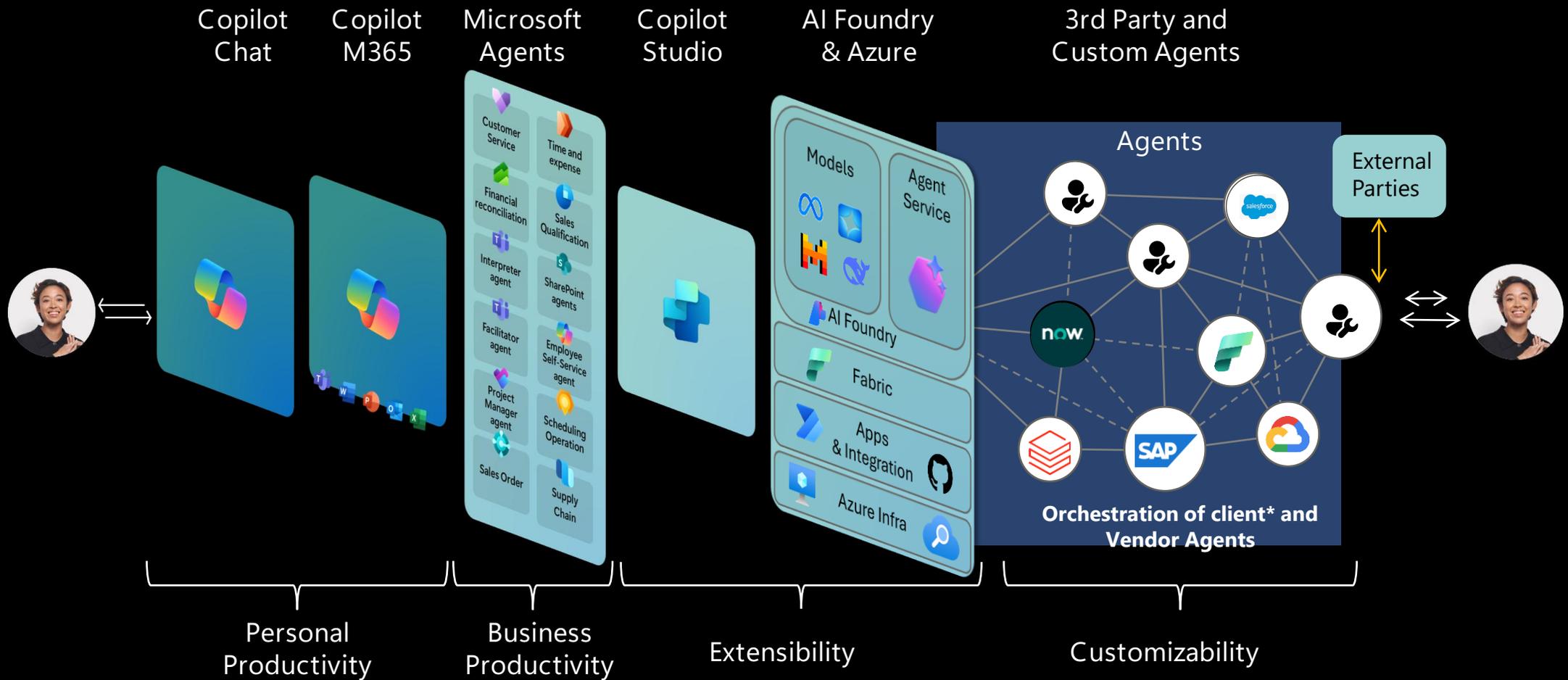
Renata Ruiz
Sr. AI Business Solutions Specialist

SUNY
The State University
of **New York**

Agentic Organization Blueprint

Copilot Chat   Copilot M365   Microsoft Agents   Copilot Studio   AI Foundry & Azure   3rd Party and Custom Agents

Microsoft Agents: Customer Service, Time and expense, Financial reconciliation, Sales Qualification, Interpreter agent, SharePoint agents, Facilitator agent, Employee Self-Service agent, Project Manager agent, Scheduling Operation, Sales Order, Supply Chain

AI Foundry & Azure: Models, Agent Service, AI Foundry, Fabric, Apps & Integration, Azure Infra

Agents — External Parties

Orchestration of client* and Vendor Agents

Personal Productivity   Business Productivity   Extensibility   Customizability

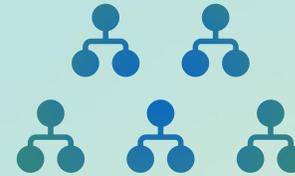Data – Security - Governance

AI Agents Hub – Microsoft Adoption

Copilot

**Every employee
has a Copilot**

+

Agents

**Every business process
transformed by agents**

Microsoft
commitments
and controls

Microsoft 365 Copilot is built on trust

Tools
to manage
Copilot + agents

What is enterprise data protection for prompts and responses?

Enterprise data protection (EDP) for prompts and responses offers the same enterprise terms[1] available in our Microsoft 365 commercial offerings.

EDP refers to controls[2] and commitments, under the [Data Protection Addendum](#) (DPA) and [Product Terms](#), that apply to customer data for users of Microsoft 365 Copilot and, starting mid-September, Microsoft Copilot.

With EDP, prompts and responses are protected by the same contractual terms and commitments widely trusted by our customers for their emails in Exchange and files in SharePoint.

[1]*Microsoft 365 Copilot supports HIPAA compliance for properly configured implementations. Microsoft Copilot is under review and does not support HIPAA compliance at this time.*
[2]*The specific controls will vary depending on the underlying subscription plan.*
[3]*[Microsoft 365 Copilot runs on the ISO 27018 certified Microsoft 365 platform](#)*

Enterprise data protection

- **We secure your data:** [Encryption](#) at rest and in transit, rigorous physical security controls, and data [isolation](#) between tenants.

- **Your data is private:** We won't use your data except as you instruct. [Privacy](#) commitments include support for [GDPR](#), [ISO/IEC 27018](#)[3], and [Data Protection Addendum](#).

- **Your access controls and policies apply to Copilot:** Copilot respects your [identity model](#), [permissions](#), [sensitivity labels](#), [retention](#) policies, [audit log](#), and follows administrative settings. The specific controls and policies will vary depending on the underlying subscription plan.

- **You are protected against AI security and copyright risks:** We help safeguard against AI-focused risks such as [harmful content](#) and [prompt injections](#). For content copyright concerns, we provide [protected material detection](#), and our [Customer Copyright Commitment](#).

- **Your data isn't used to train foundation models:** Prompts, responses, and data accessed through Microsoft Graph aren't used to train foundation models.

Microsoft 365 Service Boundary

Copilot Control System

Copilot + Agents

Security & Governance

Data security

AI security

Compliance & privacy

Management Controls

Licensing & metering

Agent lifecycle

Customization

Measurement & Reporting

Readiness and adoption

Productivity impact

Business value & ROI

Tools to secure and govern your Copilot + Agents use

Address oversharing concerns

- Gain visibility into overshared content
- Remediate excessive permissions
- Prevent Copilot + Agents from processing sensitive files

Protect against data loss and insider risks

- Get alerts and reports of risky behavior and AI use
- Protect sensitive files and interactions
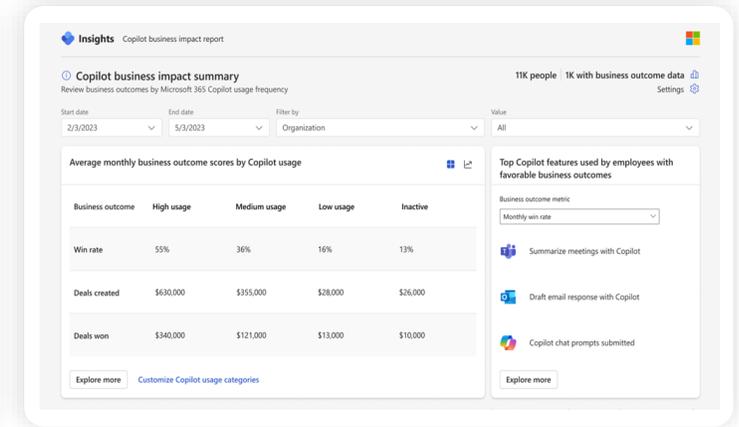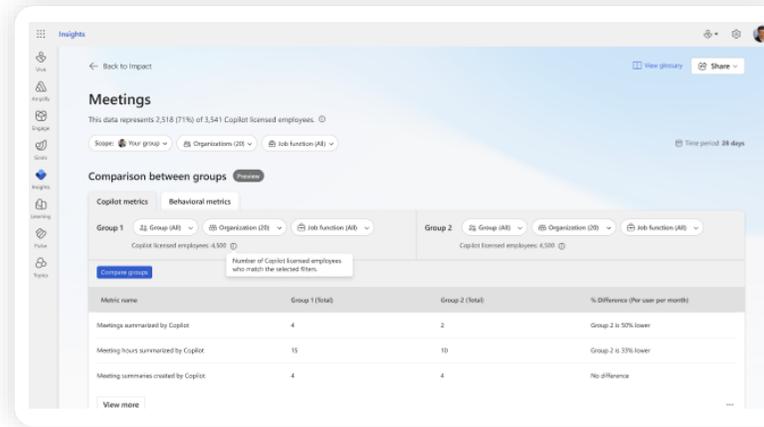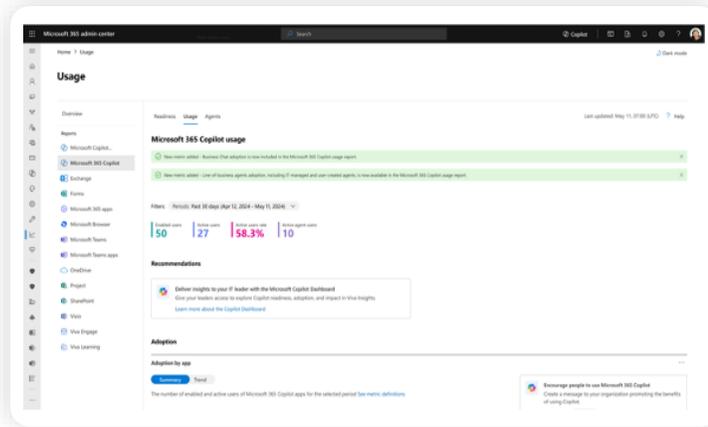- Dynamically apply security policies based on risky actions
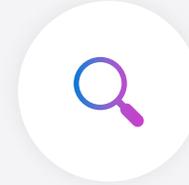
Govern AI use to meet regulations & policies

- Inspect interaction content and audit logs
- Investigate for compliance and ethical violations
- Enforce lifecycle policies and legal holds

Secure

Govern

Copilot Analytics

Readiness and adoption

View progress of Copilot deployment, agents' utilization and adoption trends in the Microsoft Admin Center.
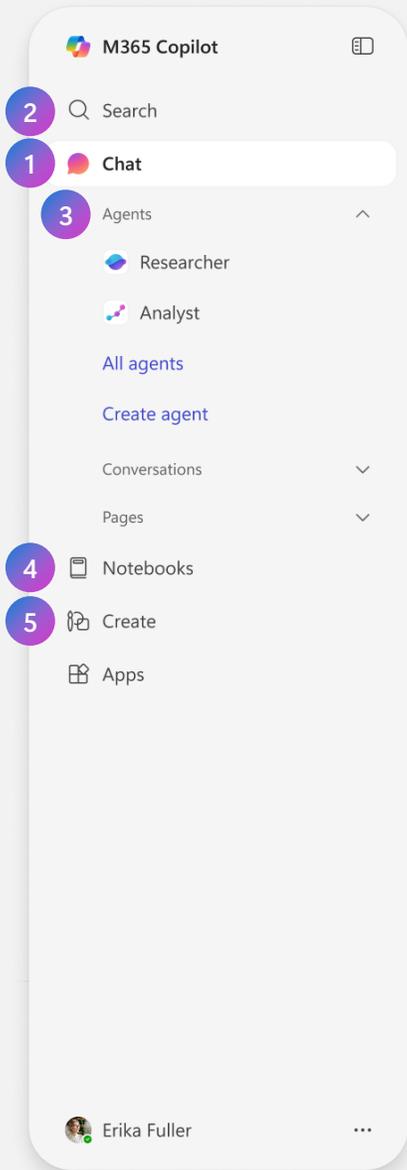
Productivity impact

Explore how AI transforms the way your teams work in the Copilot Dashboard.

Business value and ROI

Calculate the business impact with advanced insights to measure ROI.

5 in 1 AI capabilities with Microsoft 365 Copilot

1

Chat

Secure AI chat powered by the latest models available and grounded in web and work data.

2

Search

AI-powered search that spans all your work data for fast and relevant results.

3

Agents

A broad ecosystem of pre-built agents available in the Agent Store and build your own agents with Copilot Studio.

4

Notebooks

Copilot is grounded in your project's diverse content types to provide targeted responses and engaging audio overviews.
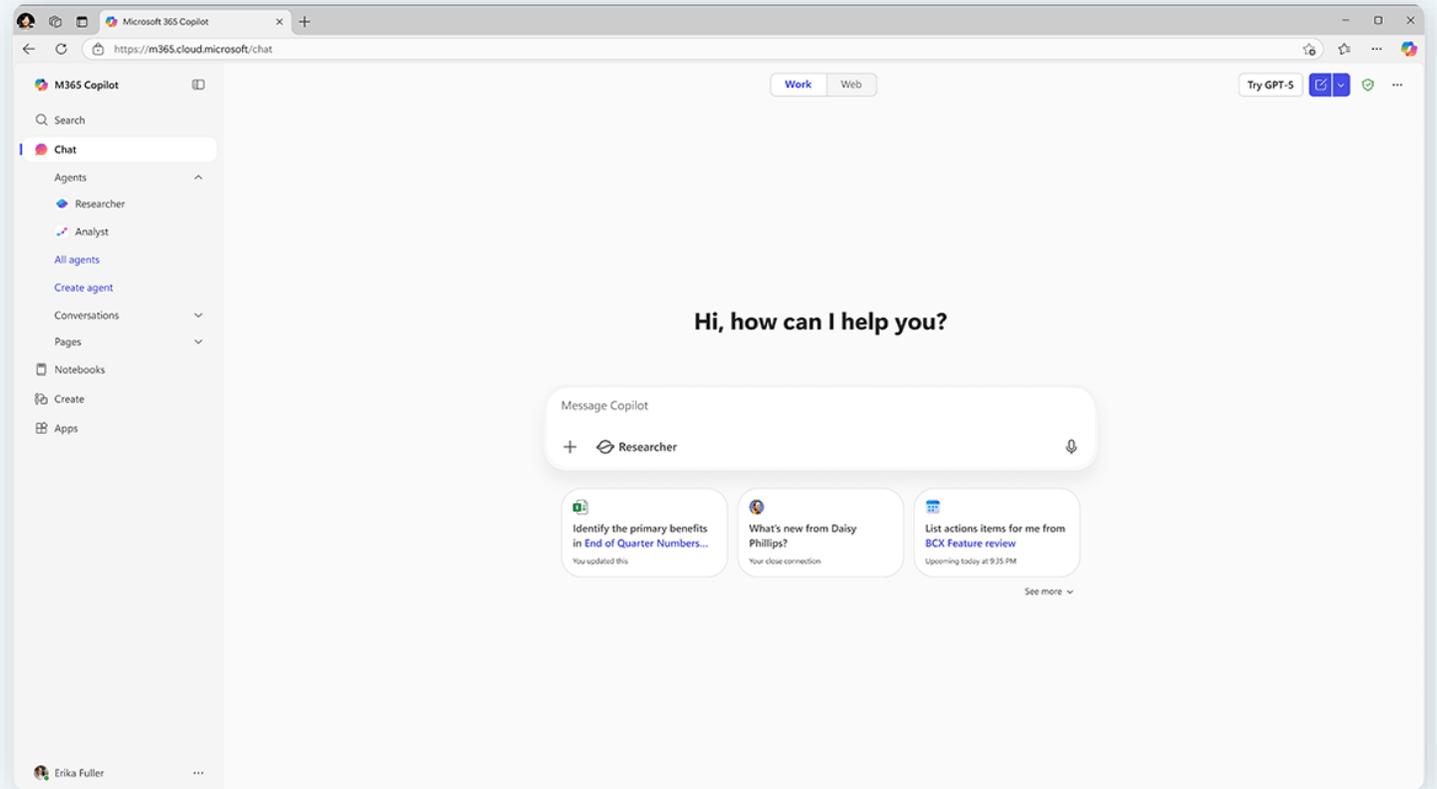
5

Create

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

Chat

Powered by GPT-5

Secure AI chat powered
by the latest models
available and grounded
in web and work data.
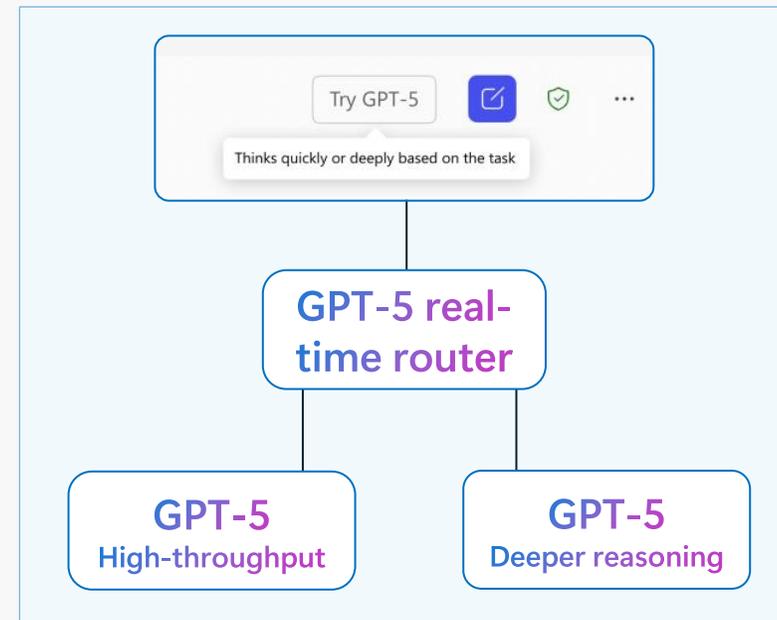
Copilot Chat powered by GPT-5

Try the latest model from OpenAI today

Copilot Chat with GPT-4o

Hi, how can I help?

Message Copilot

+ ⊘ Researcher 🎤 ⫼

GPT-4o

➤ Prompt sent to GPT-4o

Copilot Chat with GPT-5

Try GPT-5 ✎ 🛡 ⋯

Thinks quickly or deeply based on the task

GPT-5 real-time router

GPT-5
High-throughput

GPT-5
Deeper reasoning

➤ GPT-5 real-time router analyzes complexity of prompt

➤ Simple prompts routed to GPT-5 high-throughput model

➤ Complex prompts routed to GPT-5 deeper reasoning model

Both models are made secure with enterprise data protection and optimized for work

Commitment to Chat quality

Millions of users responded positively to Chat quality improvements within first week

2x

Faster
response time[1]

11%

Increase in Chat
quality satisfaction[2]

30

Days goal to incorporate
mainstream features and
quality enhancements

1. Test in English only. Data comes from a Microsoft-conducted study in May 2025 comparing Copilot Chat response time and satisfaction with a previous study in September 2024.
2. Data comes from a Microsoft-conducted study in May 1-7, 2025 comparing Microsoft 365 Copilot Chat response time and satisfaction (in-product thumbs up and thumbs down) with the previous version of Microsoft 365 Copilot Chat.

Microsoft 365 Copilot Chat quality[1]

Improved general and web search responses

- More informative (30% longer - up to 1500 tokens)
- Better response accuracy with more references and citations
- Logical structure and formatting
- Enhanced with richer visuals

Better support for longer files and PDFs

- More informative (50% longer) summaries of longer documents
- New OCR support for scanned PDFs, allow users to process and analyze a broader range of document types

Improved image generation and handling[2]

- More photorealistic images
- Enhancements to help ensure accurate text spelling in generated images
- Support for multi-turn interactions involving image upload

Enhanced code interpreter[2]

- Improved chart formatting and design elements
- Reduction in file generation errors, helping to ensure the generated files have downloadable links
- Step by step instructions
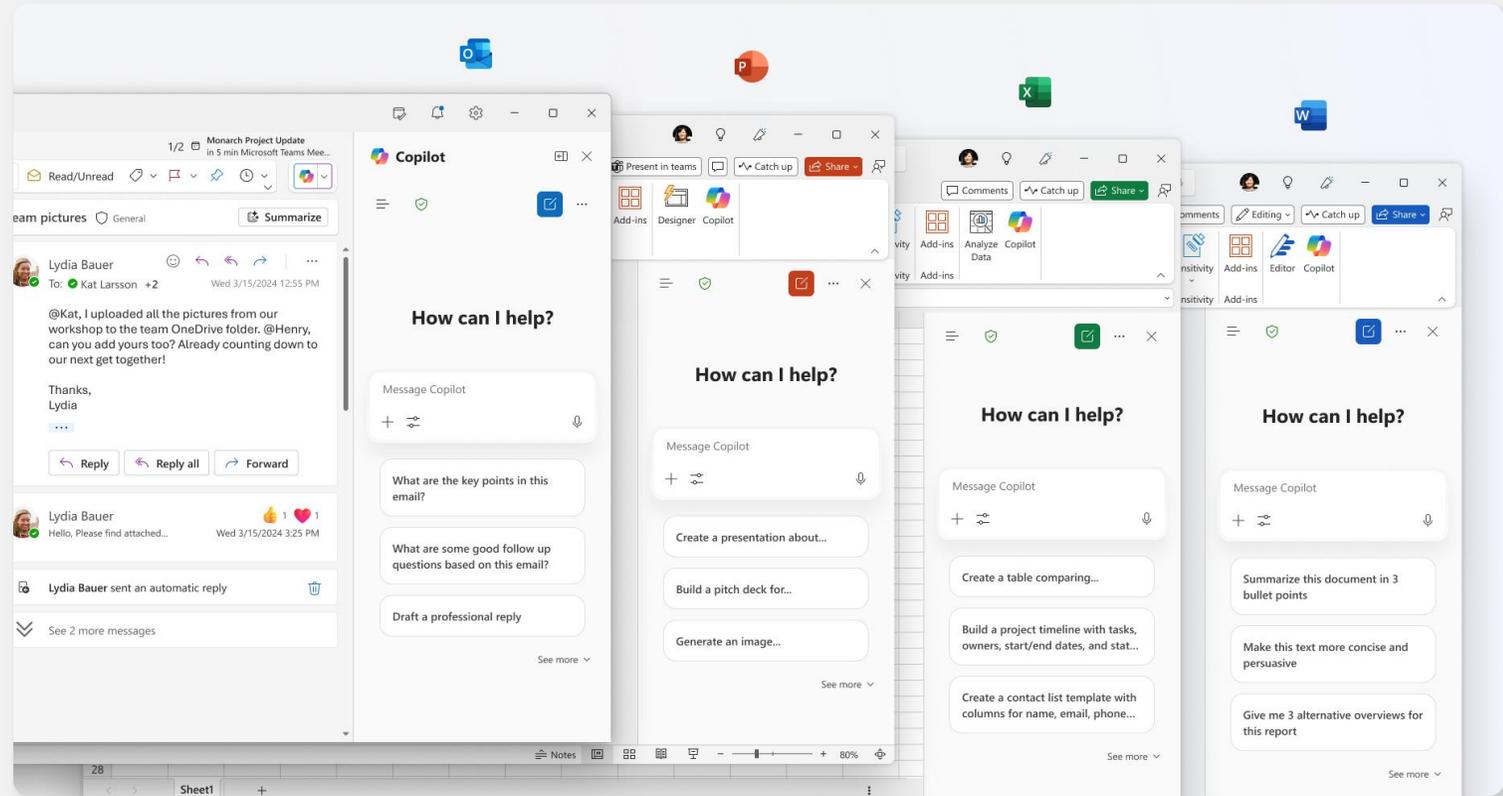
Copilot Chat in Microsoft 365 apps

Microsoft 365 users can use Copilot Chat with web data directly in the Microsoft 365 apps and reason over open files, uploaded files, and files added using "/"*.
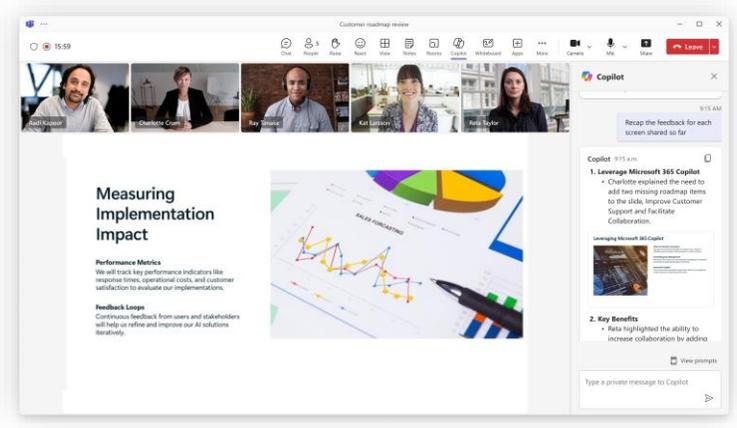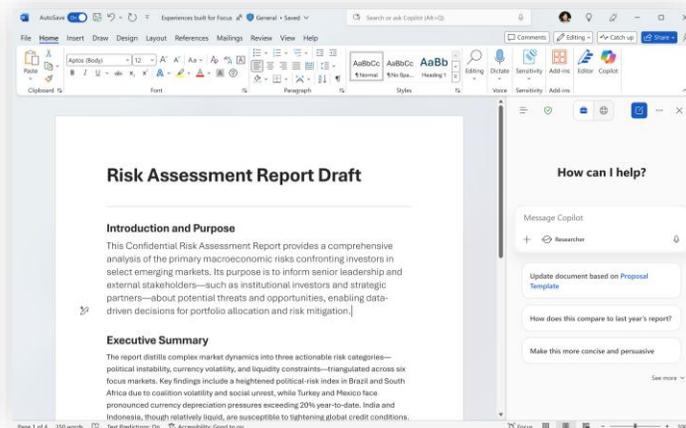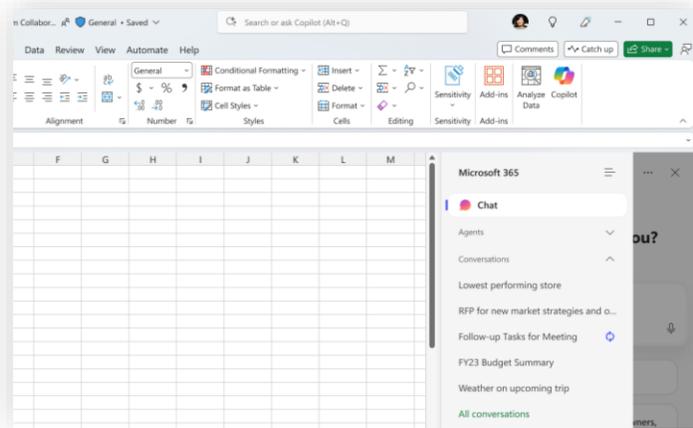
*UI/UX is subject to change. For users without a Microsoft 365 Copilot license: Copilot in Outlook can reason over individual open emails, email threads, calendar Invites, or attachments only, it cannot reason over your full inbox or calendar. Users will have standard access to file upload and ContextIQ based on service capacity. Accessible enterprise content via ContextIQ only includes files, and does not include chats, meetings, or emails.

Copilot in Microsoft 365 Apps and Teams

Persistent conversations

A unified Copilot Chat experience integrated in Teams and Microsoft 365 apps with conversations that follow you as you work.

Reason over content

Ask Copilot questions about open files and invoke agents with specialized skills for faster, better results without leaving the app.

Specialized AI functions

In-app editing and app specific skills perform specialized tasks within Teams, Outlook, Word, Excel, PowerPoint and other Microsoft 365 apps.

Filtering conversation history

We're adding a new way to filter your chat history, so you can easily focus on the conversations that matter most to your work. This makes it quicker to find the right chats and stay in the flow by bringing up the context you need, when you need it. Filter conversations by agents or by those where you create a page.
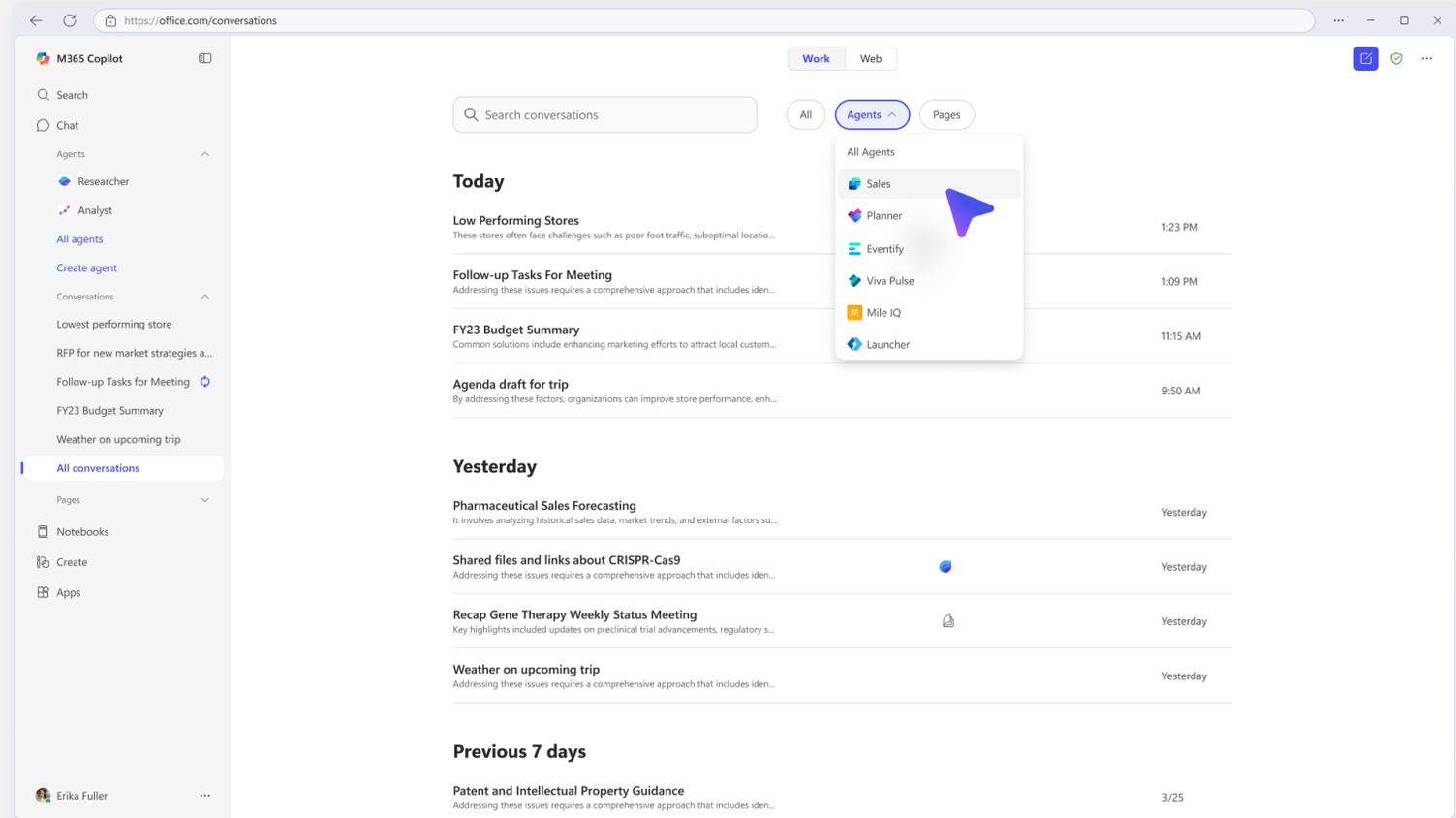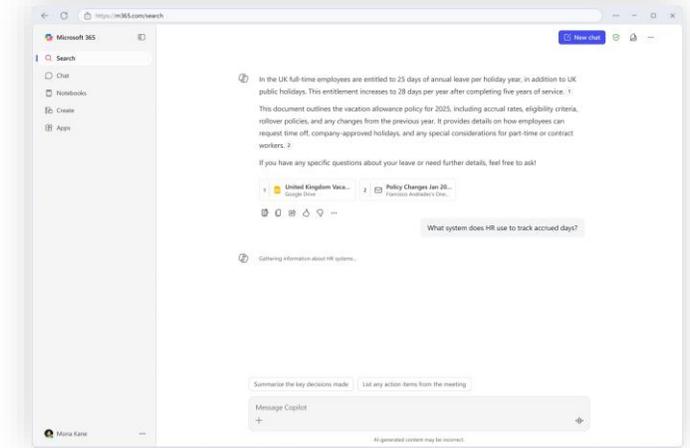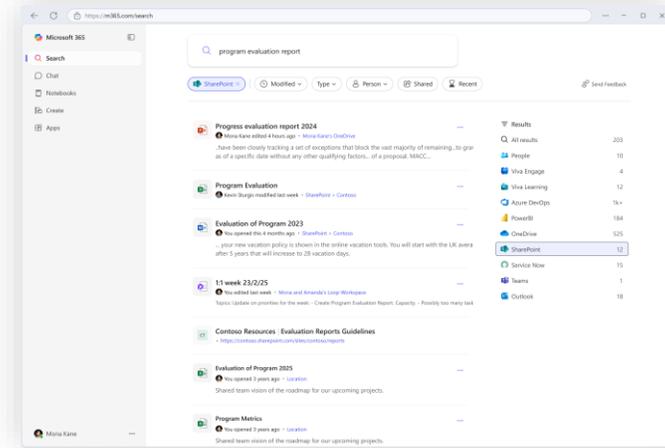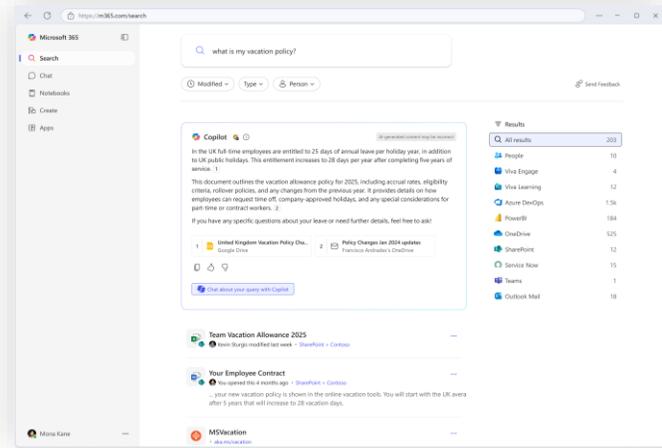
Microsoft 365 Copilot Search

Microsoft 365 Copilot Search delivers an AI-powered, unified search experience optimized for the enterprise. It indexes content across Microsoft 365 and third-party applications with Microsoft 365 Copilot connectors, leveraging the Microsoft Graph to interpret user context, natural language, behavioral signals, and organizational relationships. This enables it to return highly personalized, context-aware answers to complex queries.

Through its integration with Microsoft 365 Copilot, users can go beyond passive search by issuing action-oriented queries that support structured, guided interactions—enabling seamless transitions from information discovery to task execution.

M365
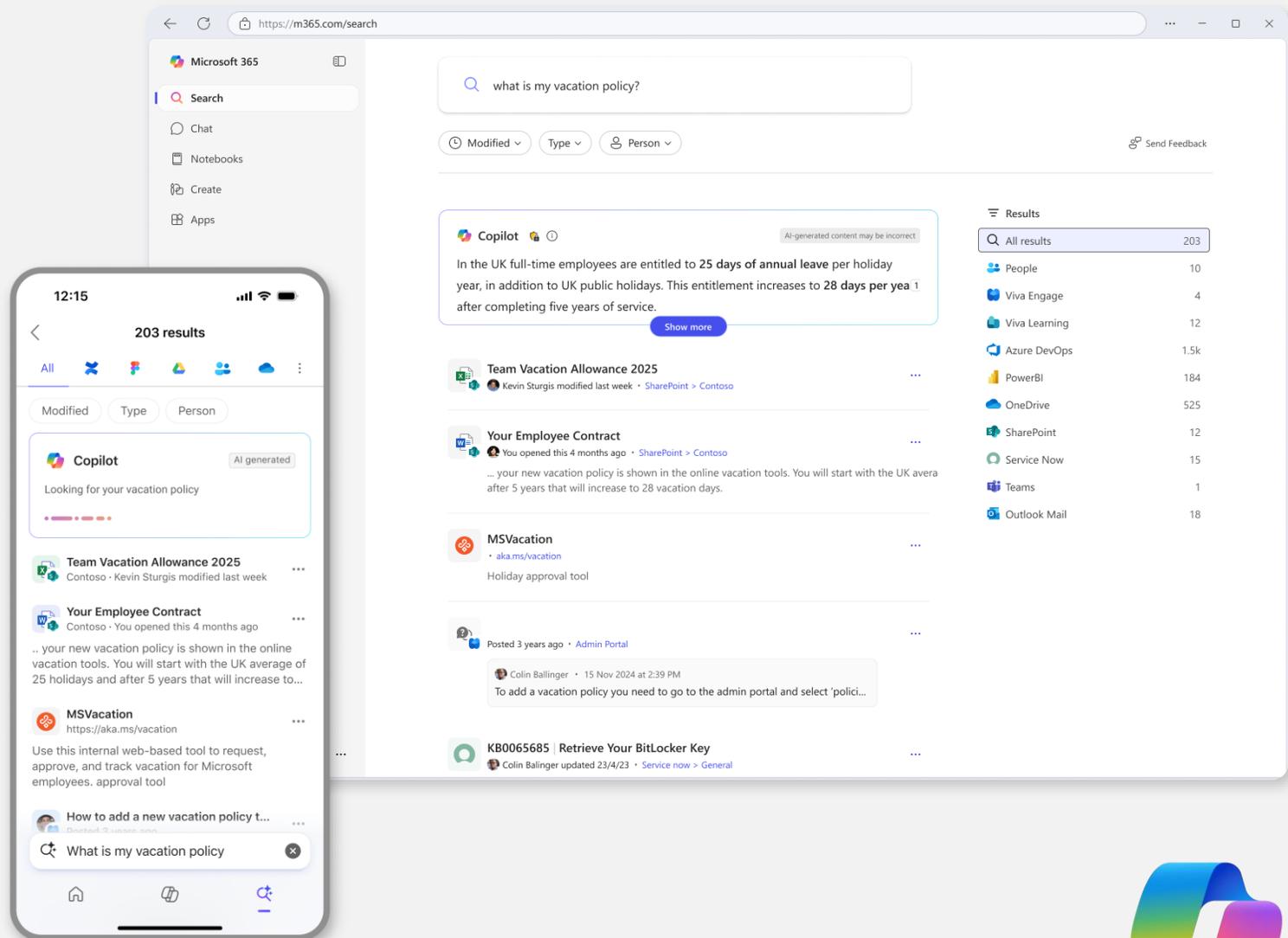
Search

Intelligent search

Combines Copilot Chat's natural language understanding with semantic indexing to uncover deeper, more relevant results.

Broad connector ecosystem

Search across Microsoft 365, on-premises, and other LOB applications and services using the extensive 100+ connectors ecosystem.

Authoritative results

Allows admins to curate answers that provide concise, authoritative results that are especially relevant to your organization.

M365

Copilot memory and personalization

- **Copilot memory** delivers a more personalized experience by training Copilot based on your previous Copilot chats, work profiles, custom instructions, meta-data, and more enabling Copilot to **better know you and your needs**. Users may shift to "temporary chat" to prevent highly sensitive information from being be stored in Copilot memory.

- **IT admins can turn on and off Copilot memory** for all users in the tenant.

- **Copilot personalization** uses information from Copilot memory to create tailored interactions for the user. For example, users can tell Copilot about their email writing style including tone, length of response, and typical greetings or sign-offs, which **can help make AI-generated drafts sound more like the user**.

Memory: Available now
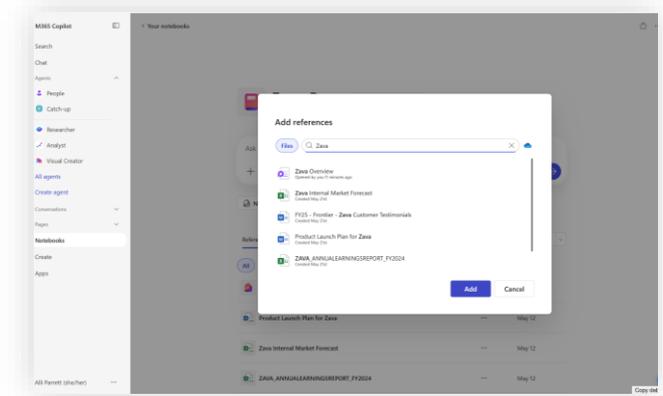**Personalization: September 2025**

M365
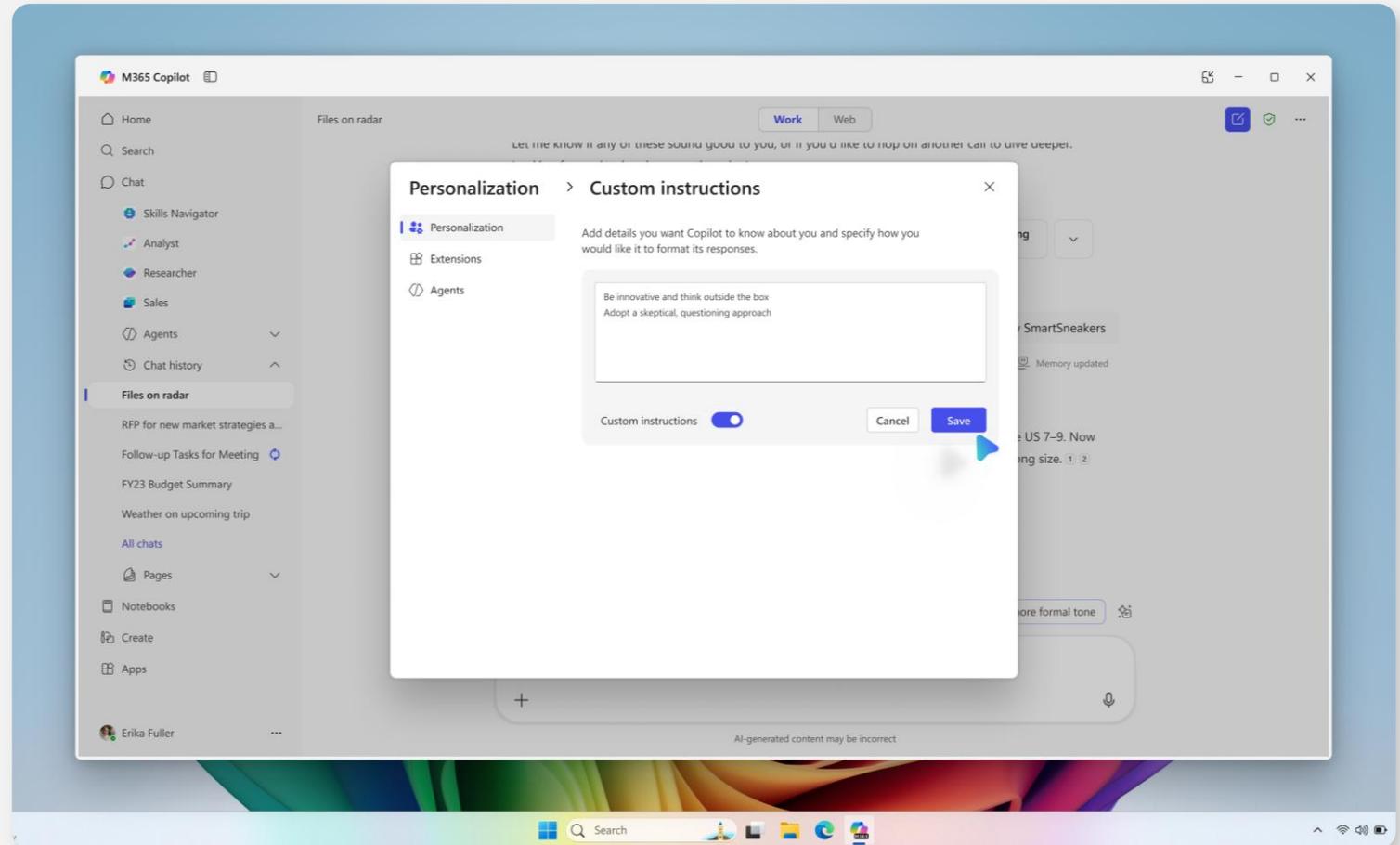
Notebooks

Centralize project-related content of various types. Copilot is grounded in that content to provide targeted AI assistance and creates engaging summaries with audio overviews.
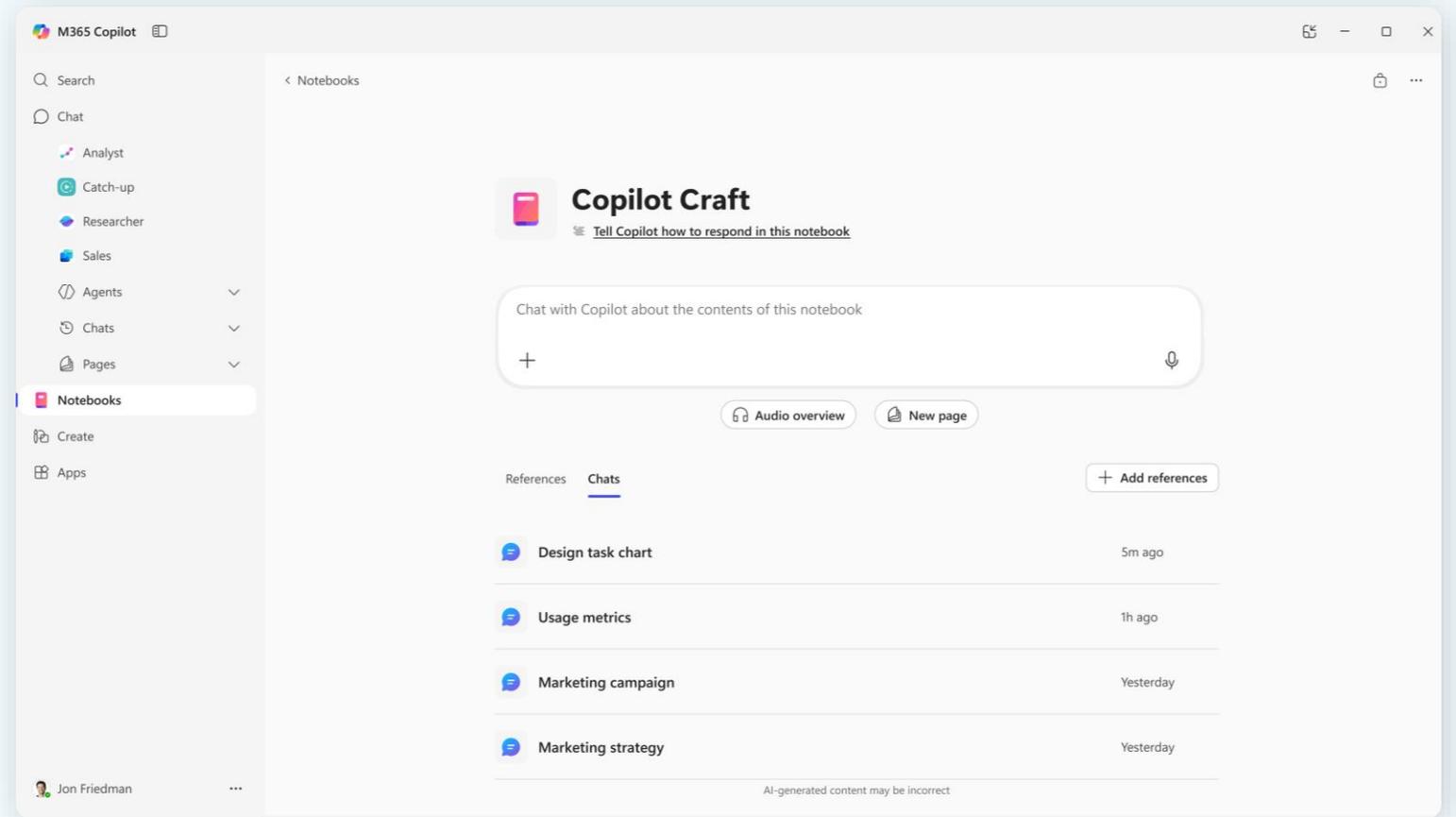
Notebooks
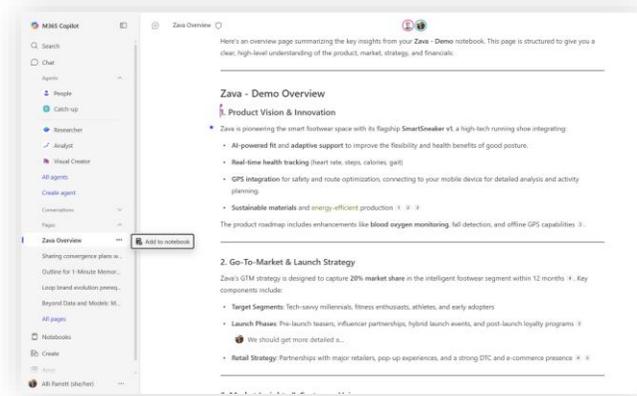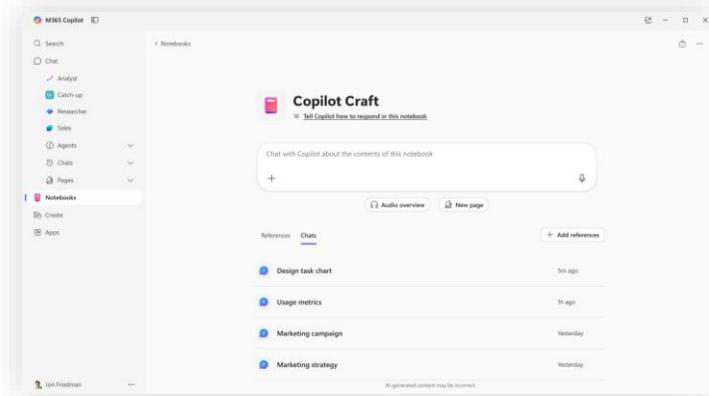
Intelligent workspace

Copilot is grounded in the Notebook, which holds diverse types of content in a single workspace, resulting in more relevant responses.

Audio overviews

AI-generated podcast style summaries of your Notebook content help you quickly catch up.

Suggestions and updates

Intelligent suggestions recommend additional content and updates to your source material automatically reflect in the Notebook.

M365

Create

AI-generated images, posters, banners, videos, and more that are aligned to your organization's brand identity.
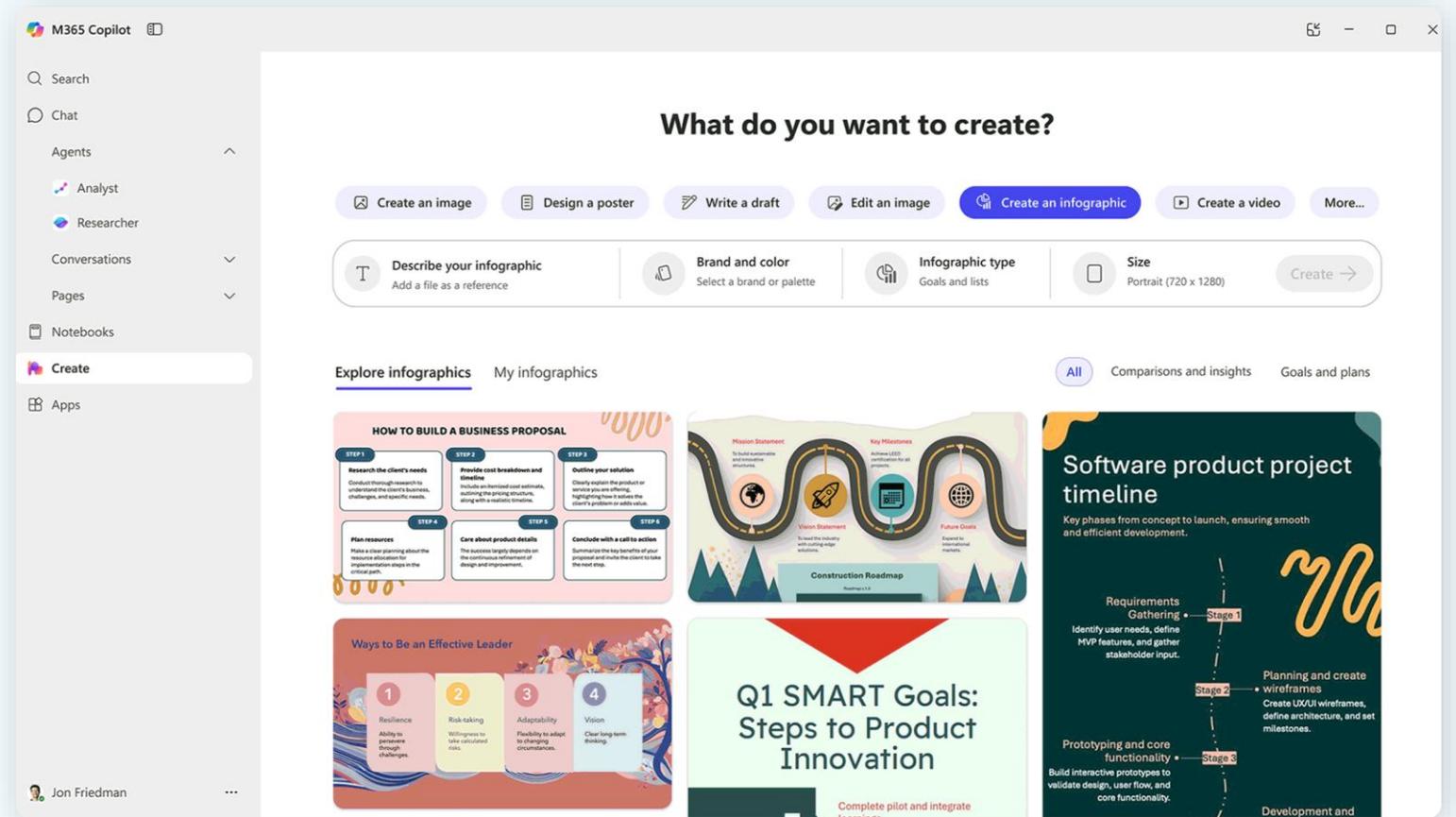
Create
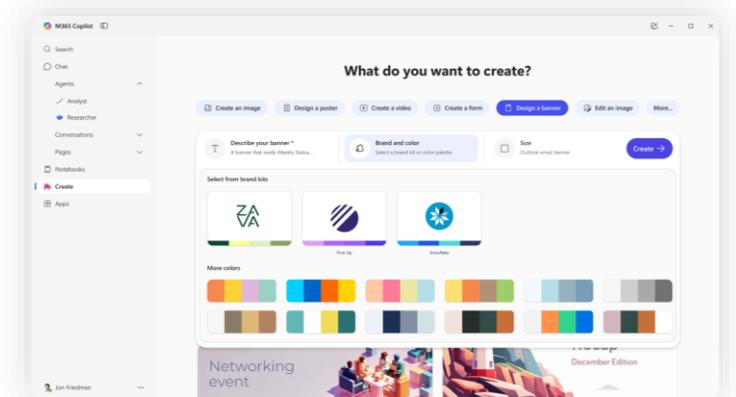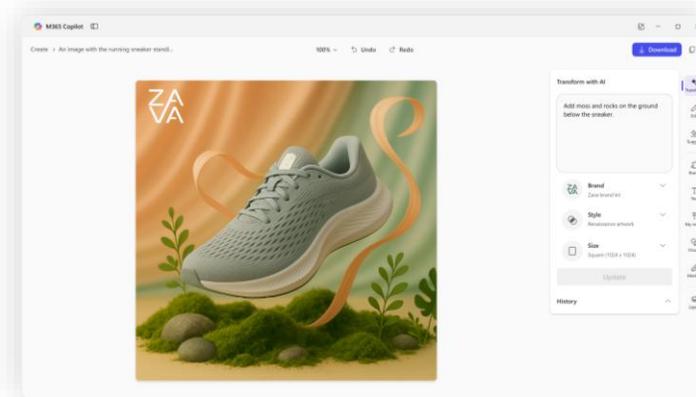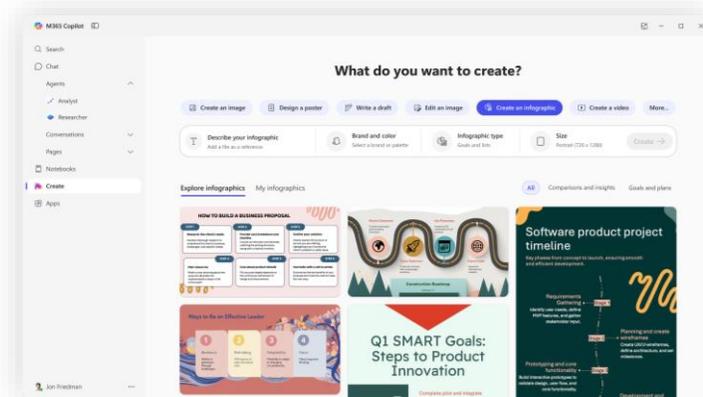
AI-powered creation

Design and edit a wide range of visual artifacts in a creative process grounded on the Microsoft Graph and files uploaded by you.

Company brand kit

Choose from thousands of templates or create brand kits that include your company's logos, color palettes, fonts, and more, ensuring brand consistency across all creative outputs.

Full editing experience

Fine tune your work with built-in visual editing tools that make it easy to edit text, add effects, and make sophisticated adjustments to get the asset you need.

M365

Agents

A broad ecosystem of pre-built agents available in the Agent Store and tools to build your own agents in Copilot Studio.
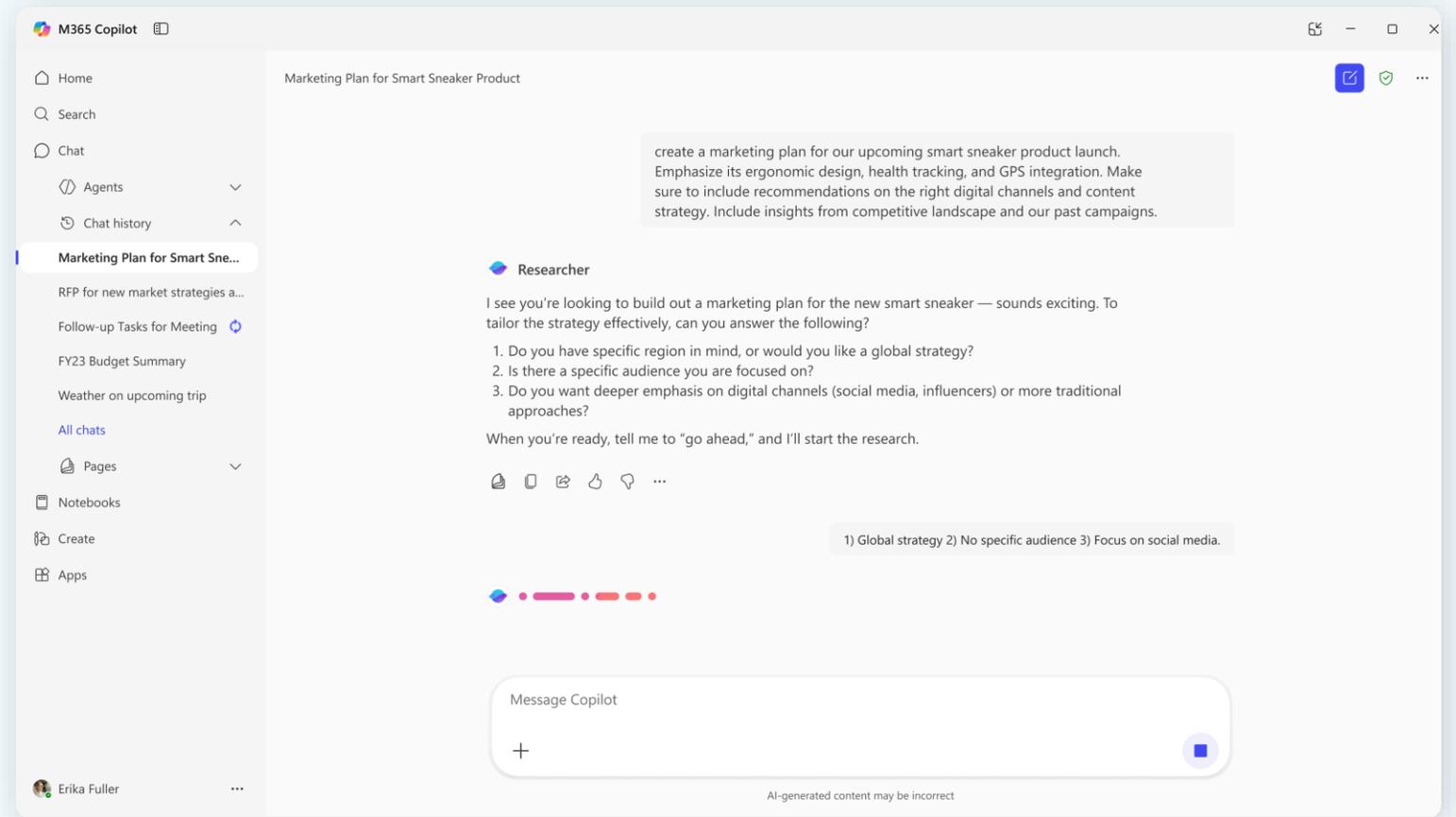
A range of tools for agent creation

No code ← → Pro code
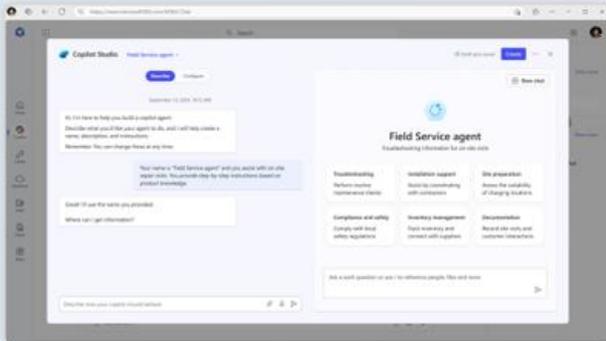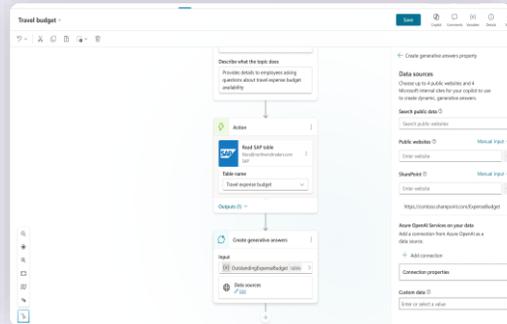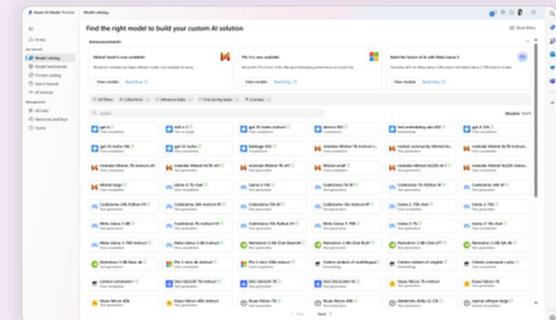
For End Users	For Makers	For Developers
Agent builder	Copilot Studio	VS Code, Copilot Studio, Azure AI Foundry

Agents
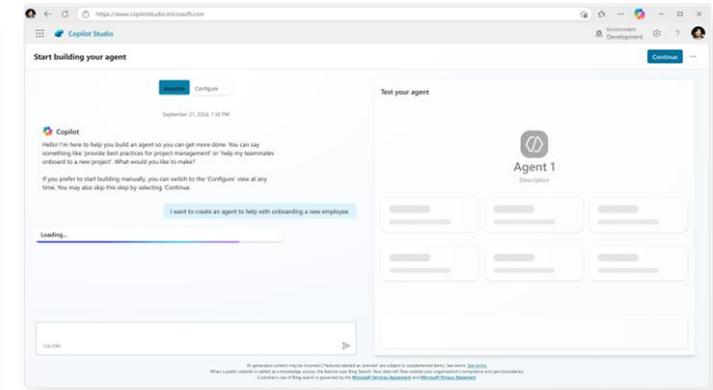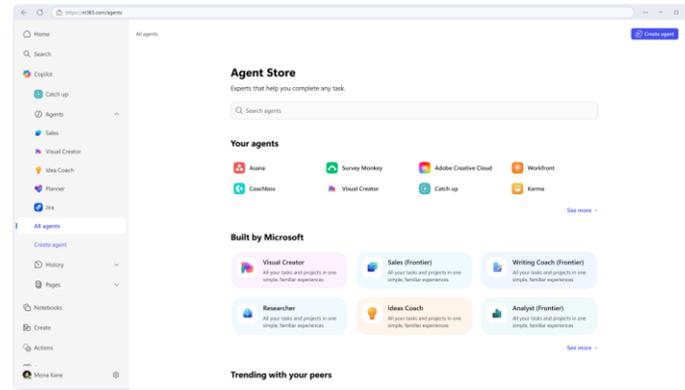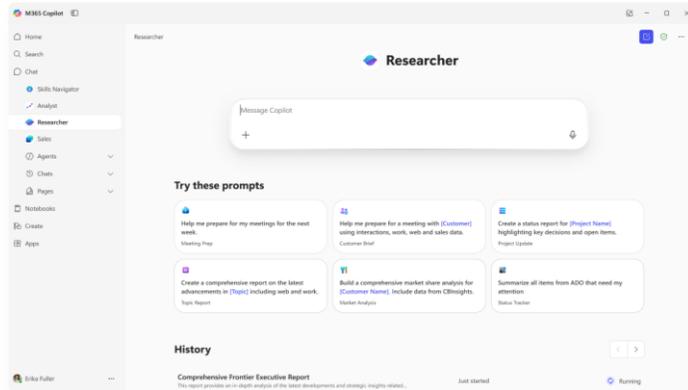
Use Microsoft agents

Leverage agents built by Microsoft that use advanced reasoning like Researcher and Analyst or specialized agents like Facilitator for meeting management.

Discover agents

From Microsoft to trusted third party agents, Agent Store is where you find agents that are ready to work for you.

Build custom agents

Build your own agents with Copilot Studio using natural language or pro code tooling with the Microsoft 365 Agent SDK.

Examples of agent templates in Copilot Chat

The simplest way to get started with agents. Once enabled by an admin, users can @mention the agent in Copilot Chat or open it directly by selecting it from the right-side pane.

Agent Name	Description
Writing Coach	Provides detailed feedback on writing. Helps change the tone of messages, translates text, and assists in writing tasks
Idea Coach	Helps users brainstorm and organize ideas
Prompt Coach	Assists users in creating effective well-structured prompts for Copilot
Career Coach	Provides personalized career development suggestions including role understanding, skill gap analysis, learning opportunities, and career transition plans
Learning Coach	Helps users understand complex topics by breaking them down into simple, intermediate, and advanced summaries. Provides guided practice and learning plans
Visual Creator	Assists users with creating images and videos

Microsoft Agents

Automate tasks with pre-built agents by Microsoft that are designed for work

Researcher

Advanced reasoning

Generally available

Analyst

Advanced reasoning

Generally available

Skills

Map organizational talent

Coming to Frontier
September 2025

Survey

Survey creation, distribution,
and measurement

Frontier program

Project Manager

Automate planning and
project reporting

Public preview

Interpreter

Real-time multi-lingual
translation

Generally available

Facilitator

Teams meeting moderation
and meeting notes

Generally available

Channels

AI teammate for each
channel conversation

Public preview

Communities

Community engagement
support

Public preview

Knowledge

SharePoint content
management and classification

Public preview

M365

Trusted third party agents available today

1Password · ALVAO · AvePoint · Autopilot · backlog by nulab · beroe · Bigtincan · ATLASSIAN Confluence · creately

DailyBot · DATAMATICS · decisions · Dropbox · EGNYTE · eightfold.ai · Embark by Hermis · esri

FACTSET · FASHABLE · Icertis · iGlobe · Jira · klaxoon · LawToolBox · LAWVU · LegalOn Technologies

LexisNexis · lupl · Lucid · matter · Mindvalley · miro · monday.com · Mural · netdocuments · ORSERS CONSULTING SERVICES

Panopto · Perfect Wiki · presentations.ai · Phone Appli · PRIORITY MATRIX · PROCORE · ramp · SAP

Seismic · servicenow · Sift · simpatico Ai · SlidesGPT · SOLUTIONS 2SHARE · Starmind · STUDIO · TeamViewer

templafy · TMi · Trello · TVSnext Digital Platforms · UiPath · Waldo by MOFFI · WITIVIO · WorkBoard AI · ZENSAI · ZOHO

Agent Catalog

Discover agents

Personalized experience on an integrated platform to discover agents from Microsoft, partners, and your own organization.

Deploy quickly

Accelerate results with ready-to-deploy agents that help boost efficiency and enable smarter decisions.

Admin control

Agents are validated for security, compliance, and performance, and IT retains full control and oversight.

Live Demo
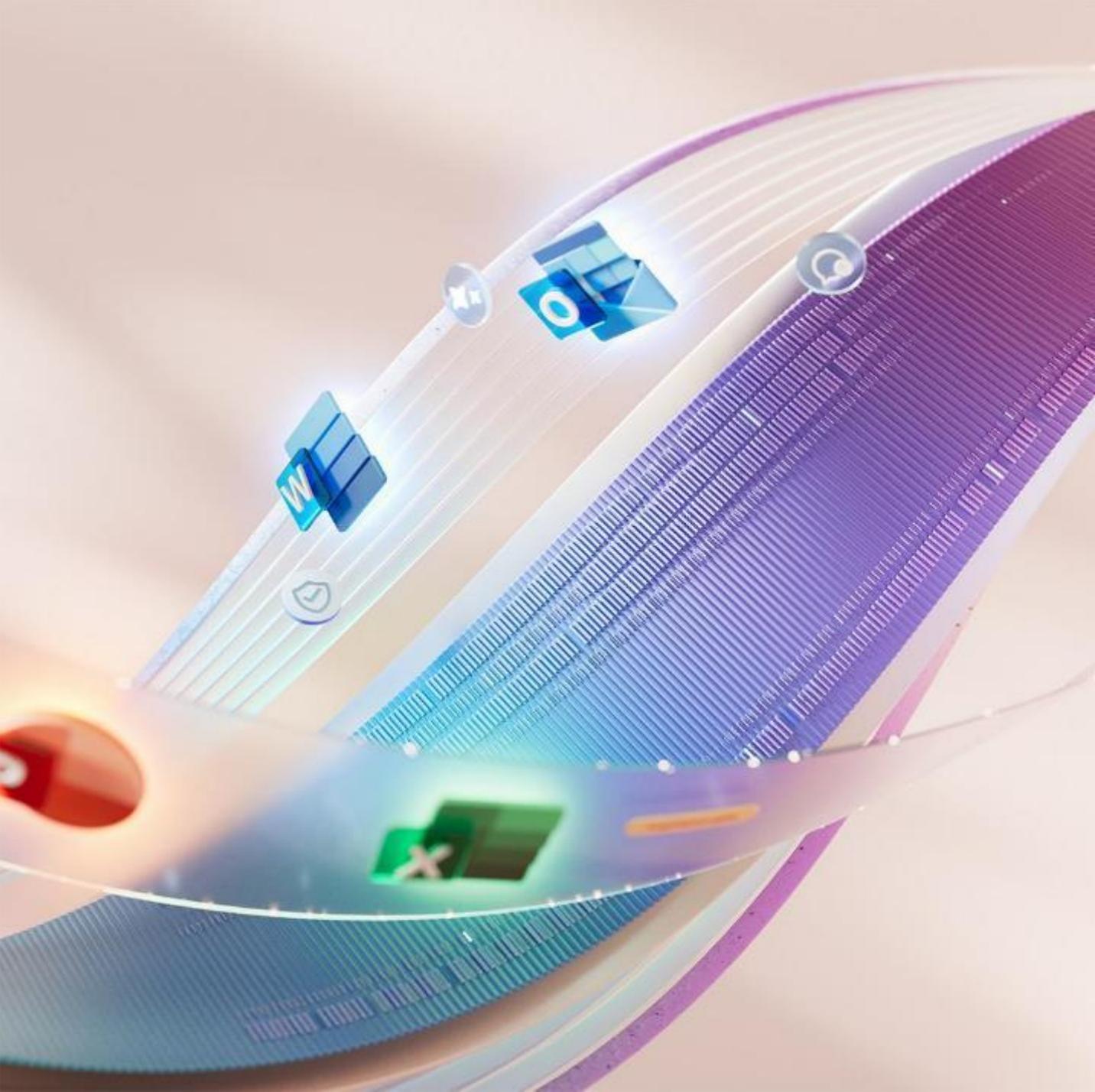
Why upgrade to Microsoft 365 Copilot

1 Deeper personalization with unified, contextual access to organizational and personal Microsoft 365 data enabling higher quality, more context-aware responses.

2 Comprehensive access to agents, including exclusive access to pre-built agents from Microsoft delivers additional value on day one.

3 Role-based AI solutions deeply understand unique data, tools, and workflows to empower teams to focus on strategic outcomes rather than manual processes.

4 Combines advanced natural language understanding with semantic indexing enables Copilot to interpret intent, not just keywords.

5 Copilot Notebooks consolidates project content into a unified workspace where Copilot delivers context-aware assistance.

6 Copilot in Microsoft 365 apps provides proactive, agentic collaboration that enables users to automate complex or mundane tasks and deliver high-quality work faster.

7 Copilot Chat embedded in Teams enables instant smart recaps, polished message rewrites, and agentic insights that keep work moving forward.

8 Additional Copilot Control System capabilities: SharePoint Advanced Management (SAM) and advanced business impact insights with Viva Insights.

Microsoft 365 Copilot

Legend: ● Included   ▲ Included — Metered

Category	Feature	Microsoft 365 Copilot Chat (w/o Copilot license)	Microsoft 365 Copilot (licensed pupm)
Copilot Chat	Grounded in the web (powered by GPT-5[1])	●	●
	Grounded in personal and organizational work data in your tenant's Graph, including 3rd party data via Copilot connectors		●
	Memory and personalization: Copilot draws on previous chats, work profiles, and custom instructions	●	●
	Persistent Chat conversations that follow the user wherever they work	●	
	Copilot Chat embedded in Microsoft 365 apps for AI assistance in open file (grounded on open file and the web)	●	
	Copilot Chat embedded in Microsoft 365 apps for AI assistance in open file (grounded on open file, all work data, and the web)		●
	File upload and image generation[1]	●	●
	Use Copilot Pages to convert AI outputs into durable content designed for dynamic collaboration	●	●
Search	Natural language understanding + semantic search to interpret context, relationships, and meaning		●
	100+ connector ecosystem across M365 apps and services and 3P line of business apps, both on-premises and cloud		●
	Admins can curate answers that provide concise, authoritative results		●
Agents	Discover pre-built agents from Microsoft and trusted partners or your organizations custom agents in the Agent Store	●	●
	Use agents grounded in Web data[2]	●	●
	Use agents grounded in work data and SharePoint agents (work data in your tenant's Microsoft Graph and 3rd party data via Copilot connectors)	▲	●
	Agent automation where agent acts on behalf of a Copilot licensed user, including autonomous actions	▲	●
	Business process automation where Copilot uses system/service identity (e.g. agent initiates onboarding via HR system, uses emp ID for tailored setup)	▲	▲
	Use agents on non-Microsoft 365 surfaces (e.g. websites, enterprise apps)	▲	▲
	Use the pre-built Employee Self-Service Agent	▲	●
	Use pre-built Microsoft 365 agents[3]: Facilitator, Interpreter, Project Manager, Skills, Survey, Channels, Communities, Knowledge		●
	Use advanced reasoning agents: Researcher and Analyst[4]		●
	Role-based AI solutions: Sales, Service, Finance[5]		●
Create	Use AI to generate images, infographics, posters, banners, stories, and multiple types of documents[1]	●	●
	Use AI to generate videos and forms		●
	Leverage templates, AI-generated suggestions, GPT-4o for image generation, and AI-powered plus standard editing tools[1]	●	●
	Create brand kits that include your company's logos, color palettes, fonts, and more		●
Notebooks	Integrated workspace for centralizing broad range of content types for collaboration		●
	AI assistance grounded in Notebook content, including intelligent suggestions and audio overviews		●
Copilot in Teams and Microsoft 365 apps	Copilot in Teams (Copilot in Meetings and Meeting Recap (insights from screen-shared content coming soon)		●
	Copilot in Outlook (Prioritize my inbox, schedule focus time and 1:1 meetings, draft agendas, summarize message threads)		●
	Copilot in Word (Suggestions for structure, flow, and tone, draft and summarize documents)		●
	Copilot in Excel (Python, getting started experience, create formulas and visualizations using natural language)		●
	Copilot in PowerPoint (Narrative builder, presentation translation, generate slides or images aligned to company branding)		●
Copilot Control System	Enterprise Data Protection (EDP): Help security, governance, and other policies stay intact	●	●
	IT management controls, license management, settings and configuration	●	●
	Agent lifecycle management	●	●
	SharePoint Advanced Management (e.g. Restricted Access Controls and Restricted Content Discovery)		●
	Copilot Analytics to measure usage and adoption[6]		●
	Pre-built reports and advanced analytics to measure ROI		●

1. Microsoft 365 Copilot licensed users offered priority access. Learn more about standard and priority access . 2. For Copilot Chat, applies only to web-grounded agents created with the lite version of Copilot Studio (previously Agent builder). 3. Facilitator: 20 hours per user per month; Project Manager; limits may apply; Skills and Survey: available in Frontier; Channels, Communities, Knowledge: public preview 4. Combine limit of 25 interactions pupm 5. GA and Public Preview Oct 10, 2025 6. Basic reporting in Microsoft Admin Center available for Copilot Chat

Copilot Chat powered by GPT-5

GPT-5:	Microsoft 365 Copilot Chat w/o Copilot license	Microsoft 365 Copilot licensed pupm
Availability	Rolling out, available WW 9/15	Available now
Access	Standard	Priority
Copilot automatically selects high-throughput or deeper reasoning model based on the prompt	●	●
Reasons over web data and uploaded files	●	●
Reasons over tenant Graph data including 3P data via Copilot Connectors		●
Access to Researcher and Analyst advanced reasoning agents		●
Access to other pre-built Microsoft agents		●
Access to custom agents grounded in work data[1]	PAYGO	●

1. Applies to agent automation where agent acts on behalf of a Copilot licensed user, including autonomous actions, built by you on the Microsoft 365 Copilot agent platform deployed on Microsoft 365 surfaces . Web grounded agents included for both licensed and unlicensed users.

Copilot Chat in Microsoft 365 apps

		Microsoft 365 Copilot Chat w/o a Copilot license	Microsoft 365 Copilot licensed pupm
Sources	Web data	●	●
	Work data		●
Functionality in Microsoft 365 apps	Secure AI chat interface	●	●
	Unified chat with global history across select apps	●	●
	Copilot can reason over the currently open file, uploaded files, or files added using "/"*	●	●
	Advanced Copilot features to create, edit, and command your files from chat and in-app		●
	Access to agents for deeper support	Metered	●
	Access to reasoning AI like Researcher and Analyst to handle complex workflows and tasks		●

*For users without a Microsoft 365 Copilot license: Copilot in Outlook can reason over individual open emails, email threads, or attachments only, it cannot reason over your full inbox or calendar. Users will have standard access to file upload and "/" search based on service capacity. Accessible enterprise content via "/" search only includes files, and does not include chats, meetings, or emails.

Copilot Chat in Microsoft 365 apps use cases

	Microsoft 365 Copilot Chat w/o a Copilot license	Microsoft 365 Copilot licensed pupm
Write an intro paragraph Copilot can understand the open file you're working on and help quickly write a strong introduction.	✔	✔
Visualize top insights and trends Copilot can pull top insights and data trends from your open spreadsheet and create a data visualization.	✔	✔
Create images for your slides Copilot can generate images from a prompt to use in the design of your presentation deck.	✔	✔
Draft a recap email Copilot can draft a recap email based on an open email thread, which you can send to update your team.	✔	✔
Organize your content Copilot can convert a paragraph of specifications into a table directly in your document.		✔
Forecast sales data Copilot can create a visual of next year's sales data by using Analyst to forecast from past data.		✔
Generate bullet points Copilot can extract key points from your work document to generate bullet points for your presentation.		✔
Summarize unread emails Copilot can analyze your entire inbox and create a summary of high priority unread emails.		✔
Build an industry report Researcher agent can build a report including trends, competitors, and strategic recommendations.		✔
Analyze customer data Analyst agent can analyze customer reviews data and share trend sentiments in a visualization.		✔

Q&A

Microsoft

Thank you

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