

Accelerate AI transformation with Microsoft 365 Copilot + agents

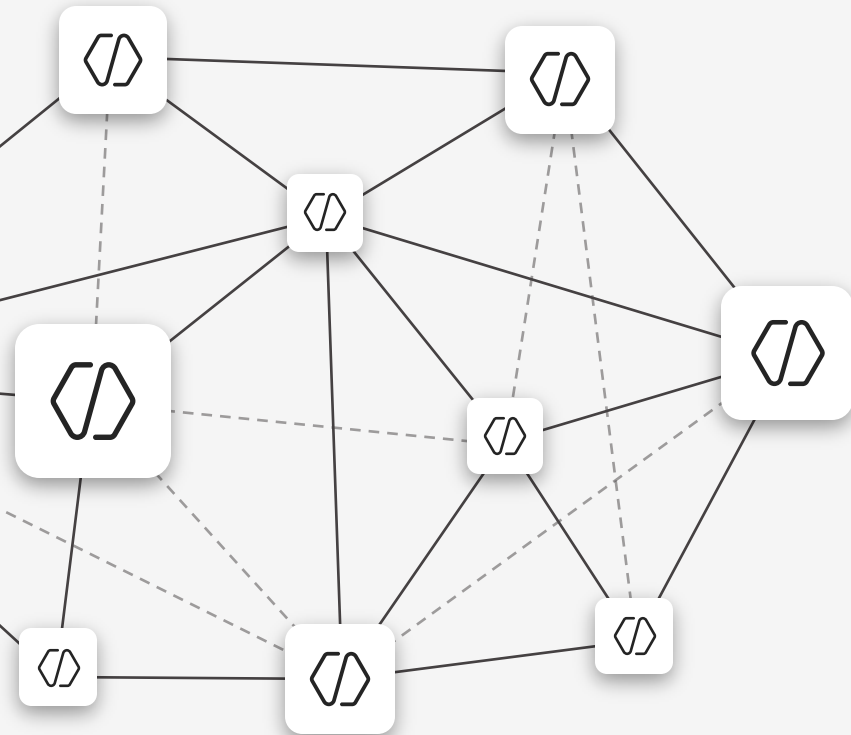




Your UI for AI

Copilot

Agents



Copilot Control System



Introducing GPT-5

GPT-5 in Copilot Chat

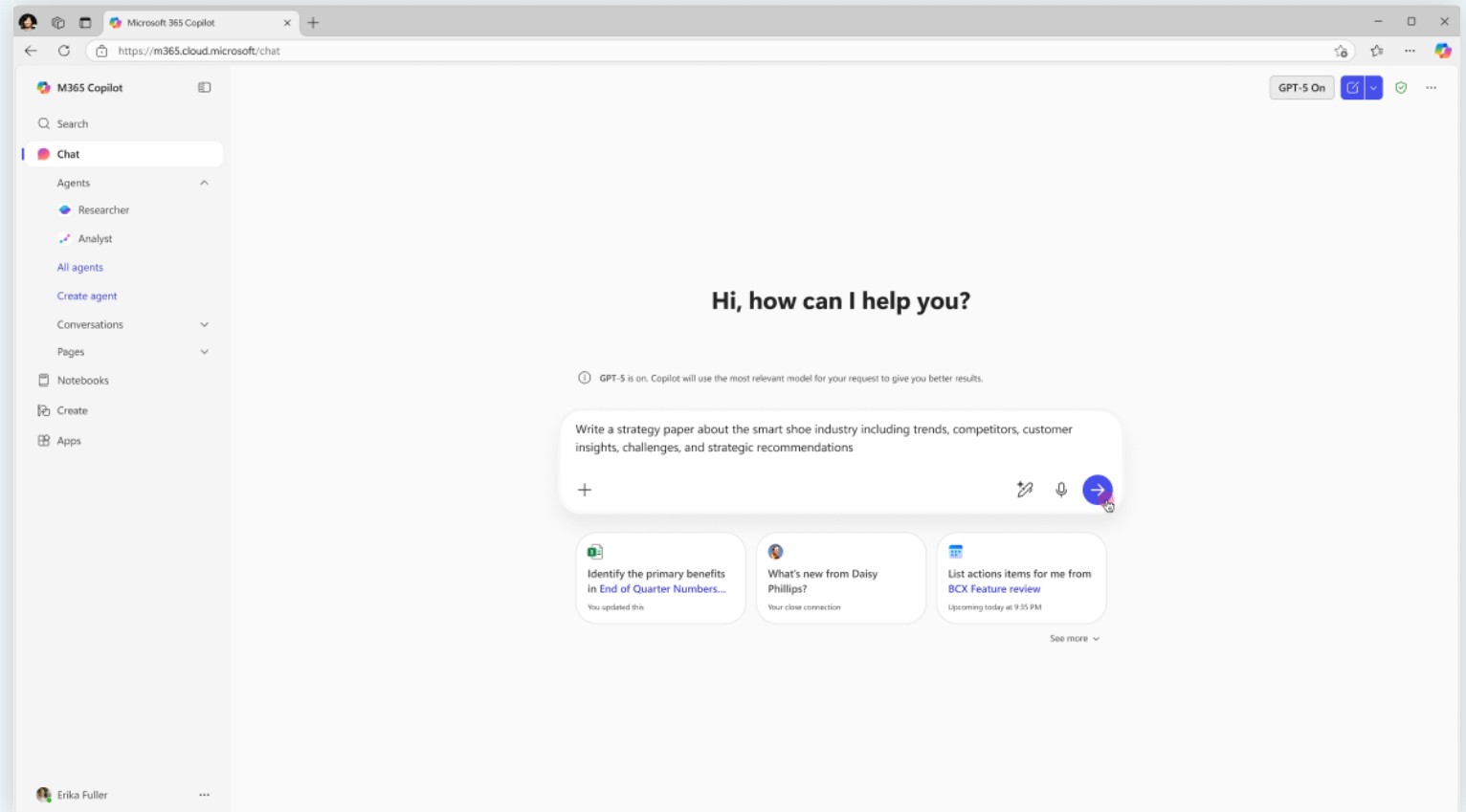
Copilot Chat

With GPT-5 model

Copilot understands your prompt and uses the **GPT-5 real-time router** to choose the best model.

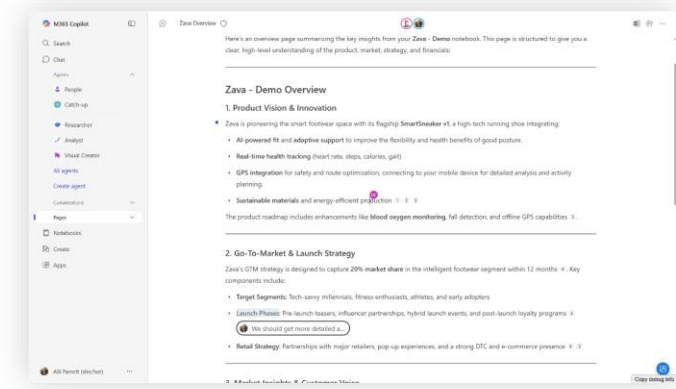
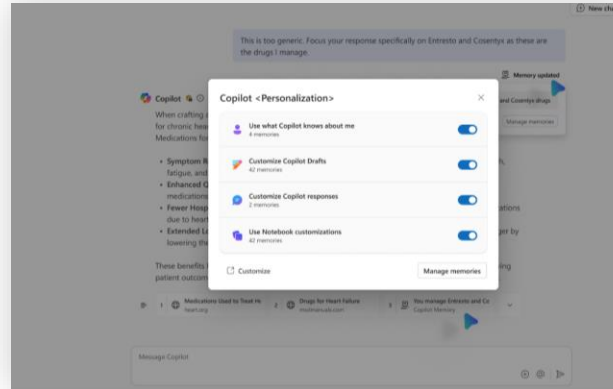
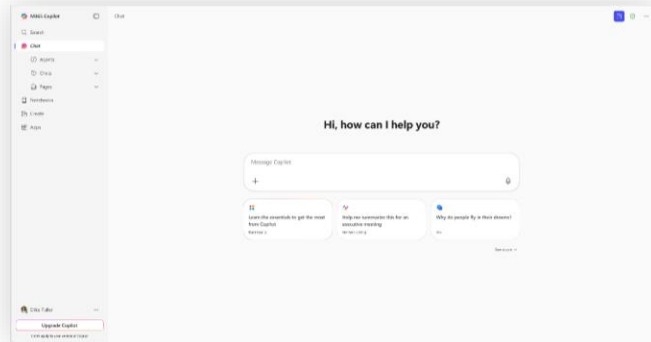
The **high-throughput model** provides quick, succinct responses to clear-cut questions.

For complex queries, a **deeper reasoning model** crafts a plan, gathers context, and verifies output.



Copilot Chat

With GPT-5 model



Smart orchestration

With GPT-5, Copilot recognizes whether a query is straightforward or more involved, and choose the best model (from standard to more complex reasoning models) to respond to your needs.

More complete answers

Using GPT-5 Copilot Chat can generate text more fluently and understand context better, making the standard model smarter and more effective at providing accurate answers on the first try.

Efficient problem-solving

Copilot Chat can now tackle even more complicated problems, using its deep reasoning capabilities to perform multi-step reasoning, difficult calculations, or logic-based tasks.

Copilot Chat powered by GPT-5

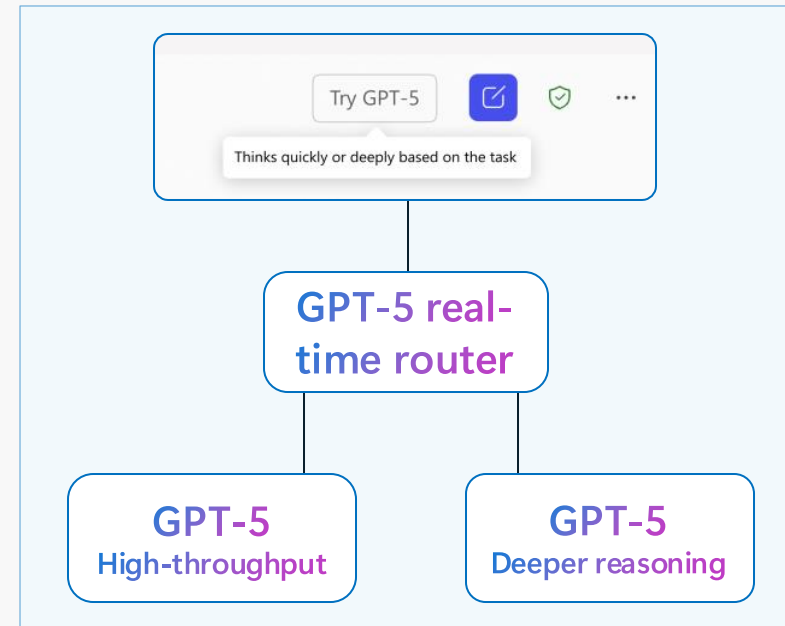
Try the latest model from OpenAI today

Copilot Chat with GPT-4o



- Prompt sent to GPT-4o

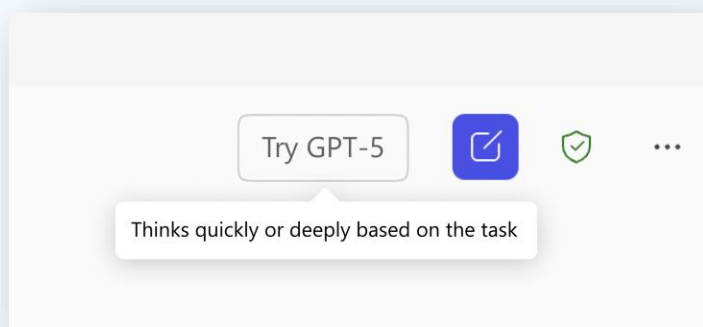
Copilot Chat with GPT-5



- 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

Try Copilot Chat with GPT-5



The button will appear in Copilot Chat whether users have or don't have a Microsoft 365 Copilot license. The user experience can differ depending on the user's access level.

This model update doesn't change your [security, privacy, or compliance settings](#).

Copilot Chat powered by GPT-5

	Microsoft 365 Copilot Chat Free + Consumption	Microsoft 365 Copilot \$30 pupm
GPT-5:		
Availability	Rolling out, available WW 9/15	Available now
Access	Standard	Priority
Copilot automatically selects standard or advanced 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 assistive agents 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.

Standard and Priority access

Microsoft has moved to a capacity-based model in order to provide more flexible and scalable experience for users.

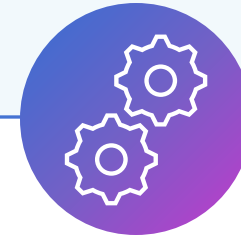


Copilot Chat users

without a Microsoft 365 Copilot license

Standard access: subject to available capacity, which may vary throughout the day. This standard capacity includes access to:

- Image generation
- File upload
- GPT-5



M365 users

with a Microsoft 365 Copilot license

Priority access: higher and predictable access, including during peak periods. This priority capacity includes access to:

- Image generation
- File upload
- GPT-5
- Researcher and Analyst

Copilot Chat with GPT-5 vs. Researcher

Copilot Chat with GPT-5 chooses which to use

	GPT-5 Chat	GPT-5 Reasoning	Researcher
Type of task	Quick and straightforward: Simple Q&A, summaries, or creative brainstorming	Logical analysis and problem-solving: Complex questions that benefit from deliberate thought, reasoning through scenarios	Thorough investigations or reports: Comprehensive tasks requiring gathering and synthesizing information from lots of sources
Depth of reasoning	Direct and rapid answers	Multi-step logical reasoning for “think this through”-type prompts	Recursive, “exhaustive” reasoning for deep inferences and synthesis
Output format	Brief, concise responses	Structured, well-organized responses	Comprehensive, detailed reports
Ideal use case	Everyday queries	Analytical and structured reasoning	In-depth research, cross-source synthesis, deep dives
Example use cases	<i>What does this acronym mean?</i> <i>Draft a 2-sentence reply thanking the team</i> <i>Summarize this document</i>	<i>Plan a 5-step project timeline from kickoff to launch</i> <i>List the decisions made yesterday on Project X and identify open questions</i> <i>Let’s walk through this problem together</i>	<i>Compile a competitive analysis on...</i> <i>Summarize the new research on x and compare it to our internal strategy</i> <i>Create a detailed brief before a large meeting</i>
Sample prompts	<i>“Write a short announcement for [product x].”</i>	<i>“Look back at last week’s activity on [product x], and write a detailed newsletter to share with all stakeholders identifying current status, key decisions, and open items.”</i>	<i>“Build a full go-to-market strategy for [product x]. Include competitive positioning, internal readiness, lessons learned from past launches, and external trends.”</i>

GPT-5 in Copilot Studio

Two ways to use GPT-5 in Copilot Studio

As the agent model

The screenshot shows the 'Settings' page in Copilot Studio, specifically the 'Generative AI' section. The 'Model' configuration is highlighted with a purple box. It shows the 'Select your agent's model' dropdown set to 'GPT-5 Auto (Experimental)'. Below it, the 'Continue using retired Models?' toggle is set to 'Off'. The 'Responses' section shows the 'Primary response model' set to 'Use agent model (default)'. A purple arrow points from the 'Model' section to a detailed view of the model options.

Model

Select your agent's model
Your agent will primarily use the model for reasoning and responding. Experimental models are subject to [preview terms](#). [Learn more](#)

Continue using retired Models?
Get 30 additional days with your existing model before it becomes unavailable. [Learn more](#)

Responses

Primary response model
Use agent model (default)

Model options

- GPT-5 Auto (Experimental) (Selected)
- GPT-4o (default)
- GPT-5 Reasoning (Experimental)

In custom prompt tools

The screenshot shows the 'New prompt' page in Copilot Studio. The 'Model' dropdown is open, showing the 'Managed models' list. The 'Standard GPT-5 Chat (paid preview)' model is selected. The 'Prompt model' dropdown is also open, showing the 'Managed models' list. The 'Standard GPT-5 Chat (paid preview)' model is selected. The 'Prompt model' dropdown is also open, showing the 'Managed models' list. The 'Standard GPT-5 Chat (paid preview)' model is selected.

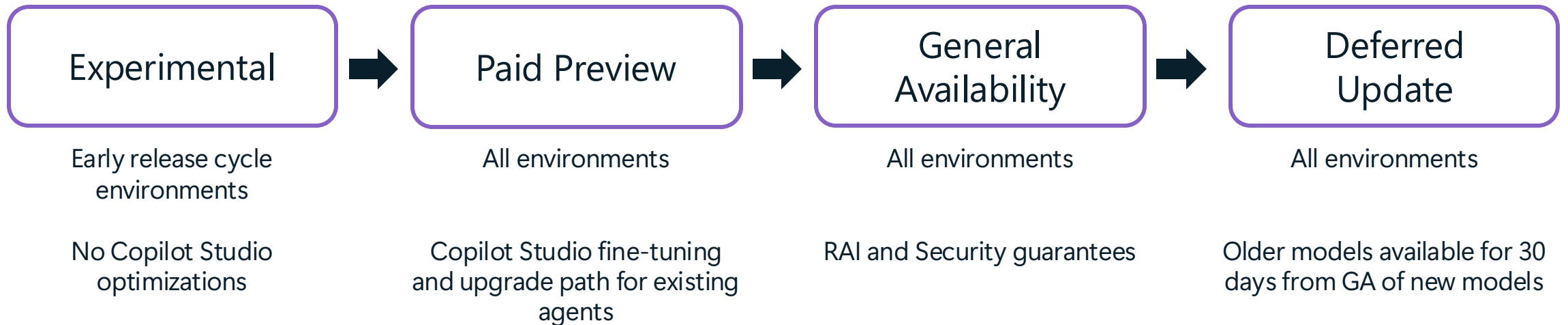
Managed models

- Basic GPT-4.1 mini (default)
- Standard GPT-4.1
- ✓ Standard GPT-5 Chat (paid preview)
- Premium o3
- Premium GPT-5 Reasoning (paid preview)

Copilot Studio Managed Models

Copilot Studio manages models on behalf of customers:

- Fine-tune models to optimize performance for agents scenarios
- Ensure RAI standards and security guarantees are applied
- Maintain global infrastructure availability and resiliency
- Change management and consistency during model upgrades



Copilot Studio licensing for GPT-5

Included with Microsoft 365 Copilot

Usage of GPT-5 (Chat or Reasoning) will not be billed for Copilot Studio agents when used by paid and authenticated Microsoft 365 Copilot users.

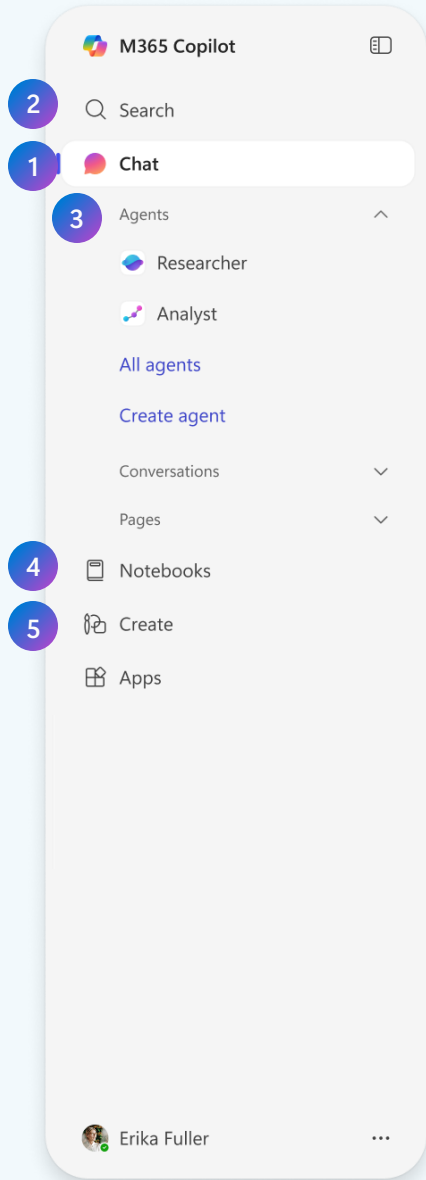
Billing for other scenarios:

Usage of GPT-5

Standard Generative Answer or Generative Action rates

Usage of GPT-5 Reasoning

Incremental Premium AI tool



5 in 1 AI capabilities with M365 Copilot

1

Chat

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

2

Search

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

3

Agents

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

4

Notebooks

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

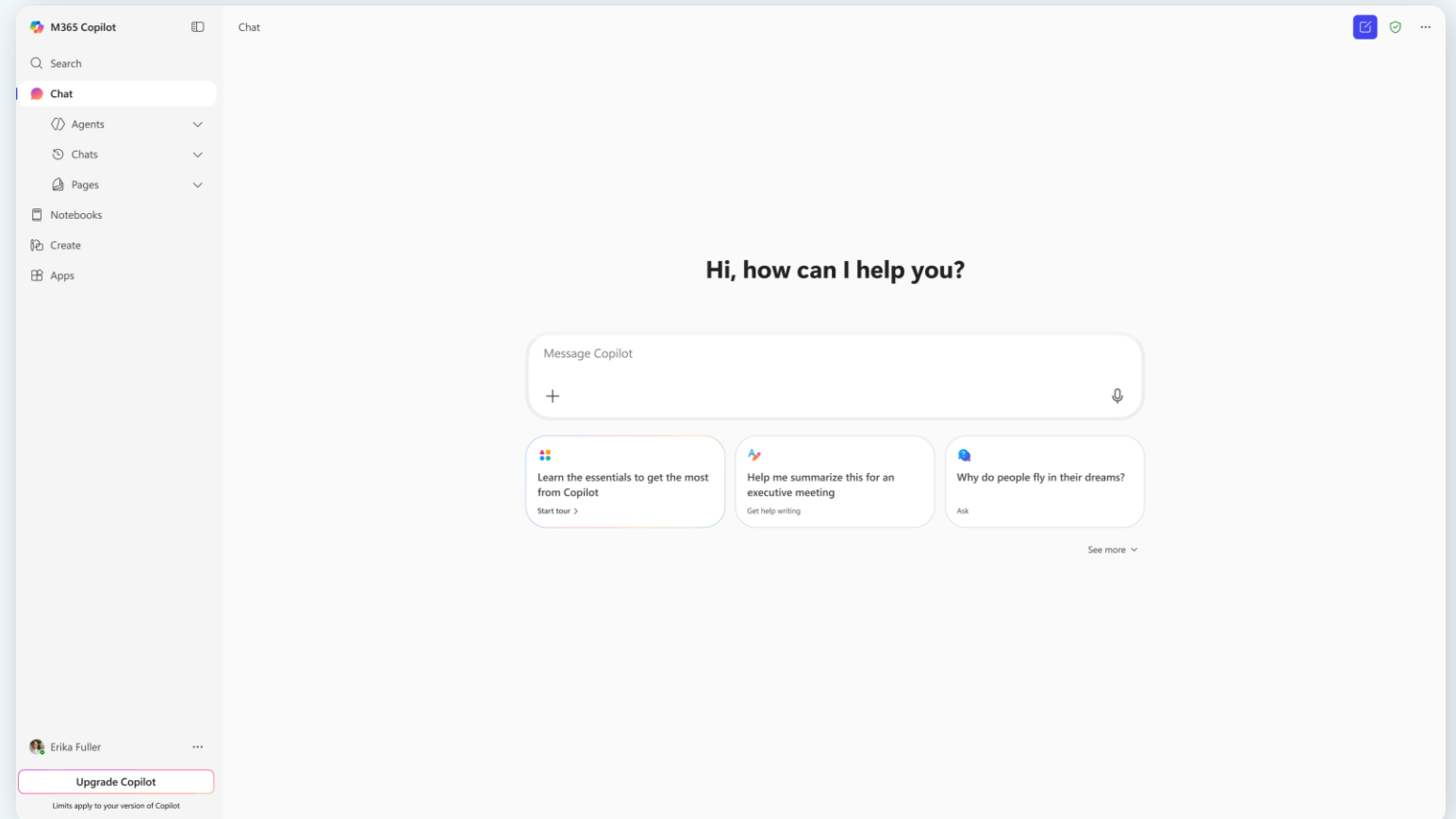
5

Create

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

Chat

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



Commitment to Chat quality

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

2x

Faster
response time¹

11%

Increase in Chat
quality satisfaction²

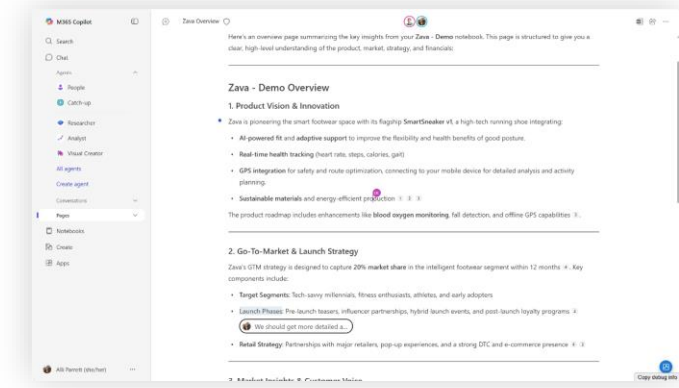
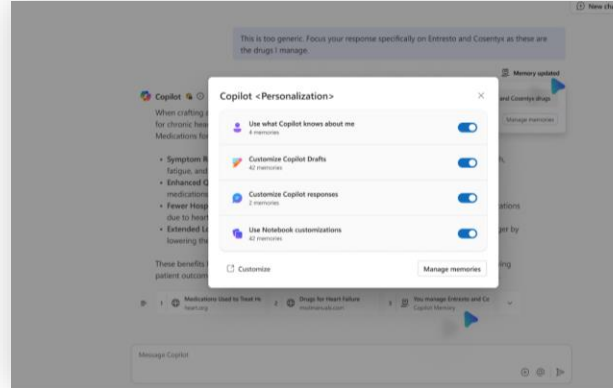
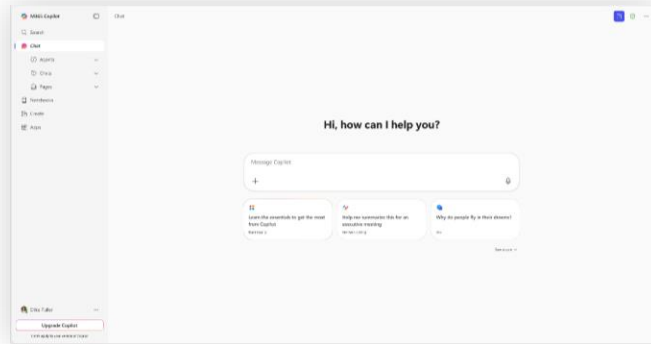
30

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 M365 Copilot Chat response time and satisfaction (in-product thumbs up and thumbs down) with the previous version of M365 Copilot Chat.

Chat



AI Chat for work

Ask Copilot to be your thought partner to explore new ideas and problem solve across both web and work data.

High quality responses

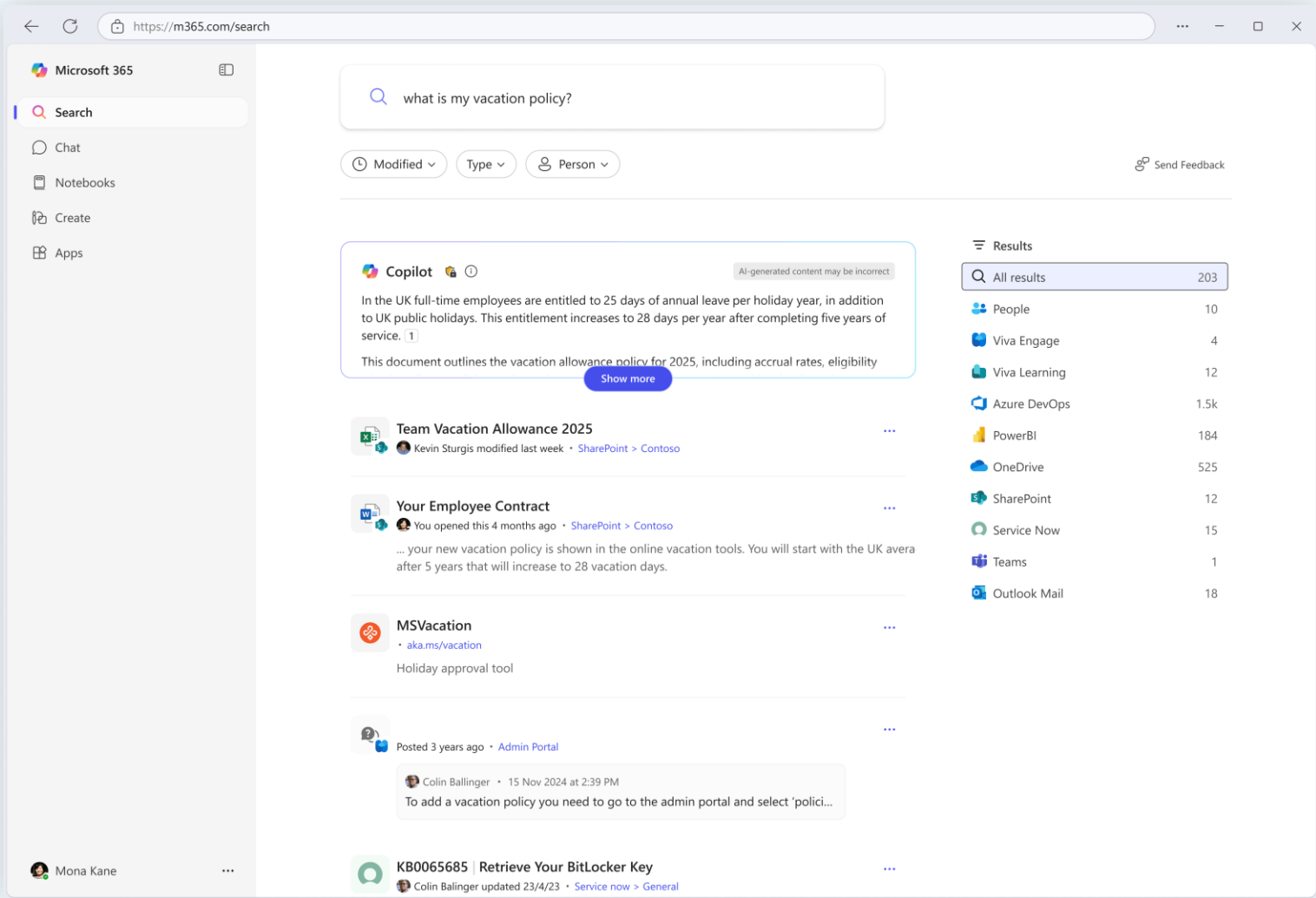
Uses your tenant's Graph data, including 3P data, and draws on previous chats and custom instructions to deliver highly personalized, context aware responses.

Multiplayer collaboration

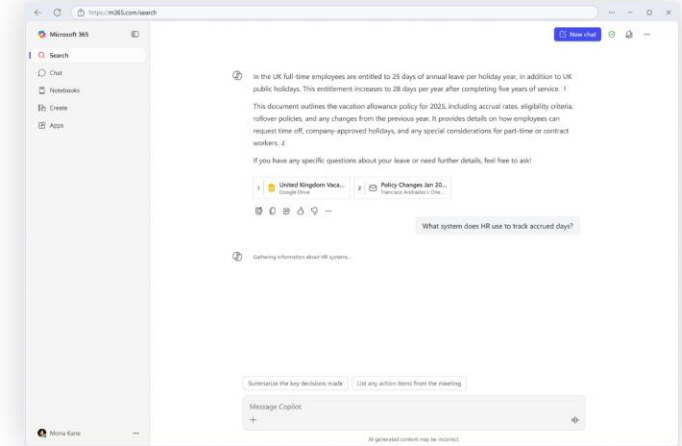
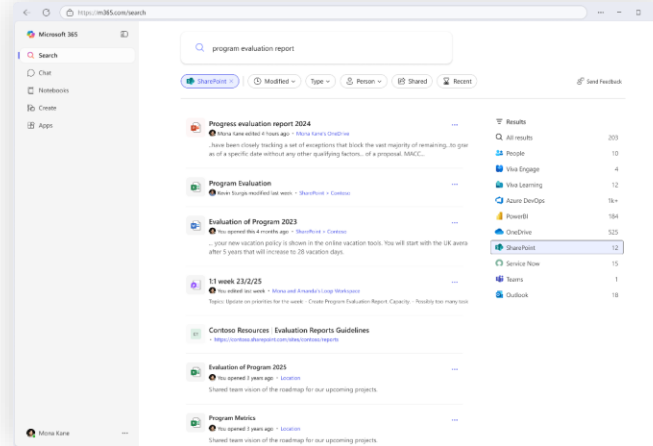
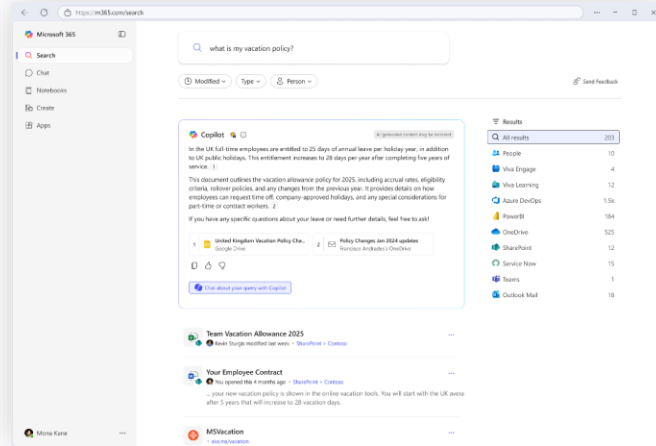
Convert AI outputs into durable content in Copilot Pages, designed for dynamic collaboration with AI and your teammates.

Search

AI-powered search that spans all your work data for fast, accurate results.



Search



Intelligent search

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

Broad connector ecosystem

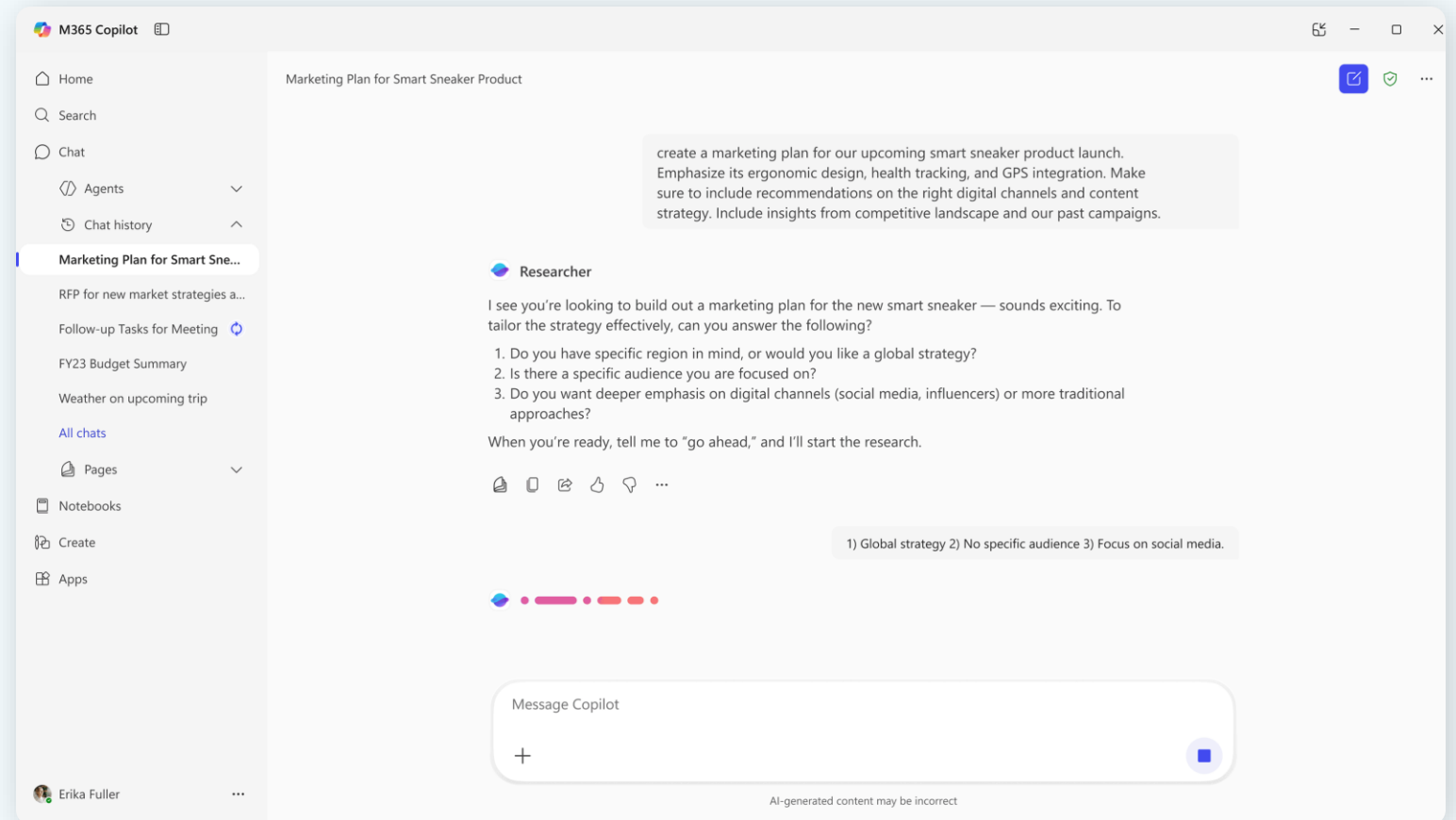
Search across Microsoft 365, on-premises, and other LOB applications and services using the extensive 100+ connectors ecosystem.

Authoritative results

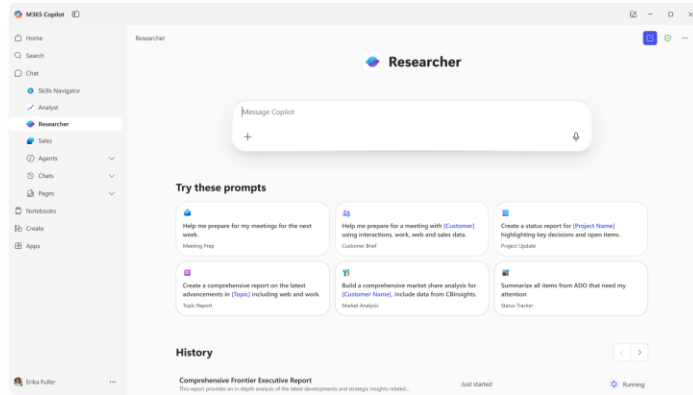
Allows admins to curate answers that provide concise, authoritative results that are especially relevant to your organization.

Agents

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

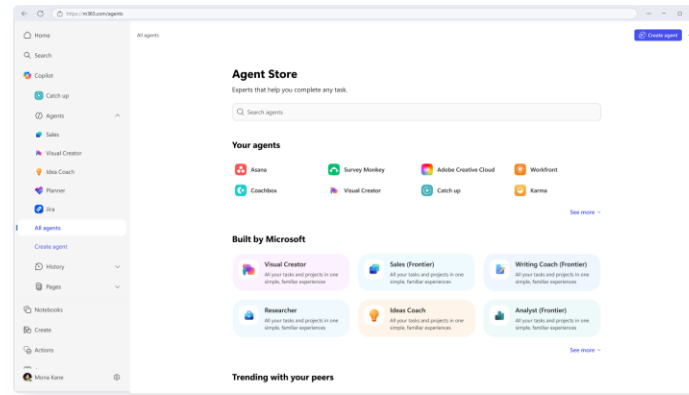


Agents



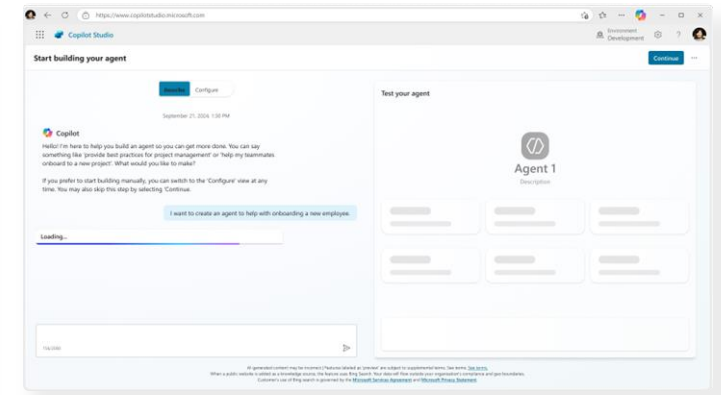
Use Microsoft agents

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



Discover agents

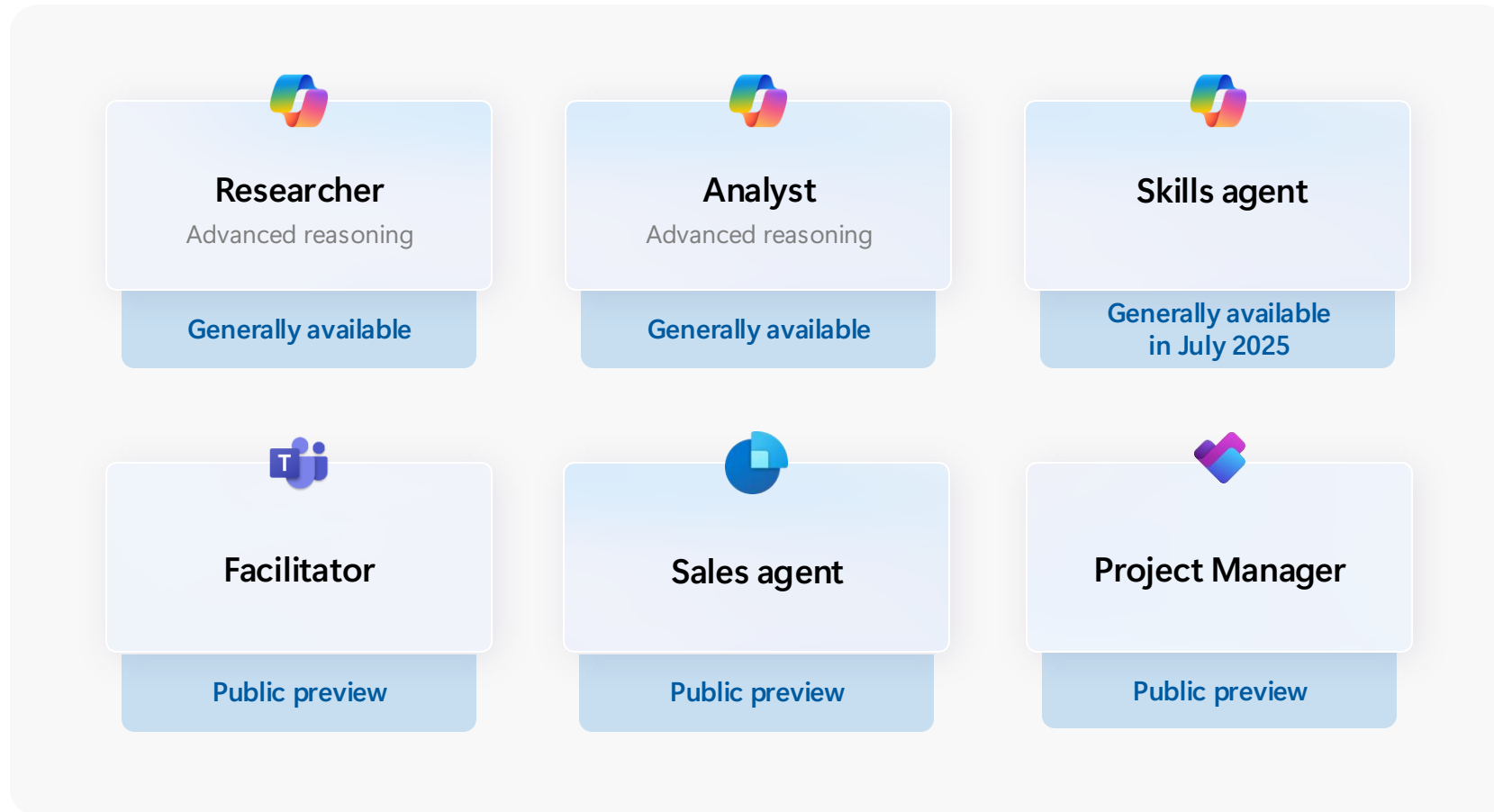
From Microsoft to trusted third party agents, Agent Store is where you find agents that are ready to work for you.



Build custom agents

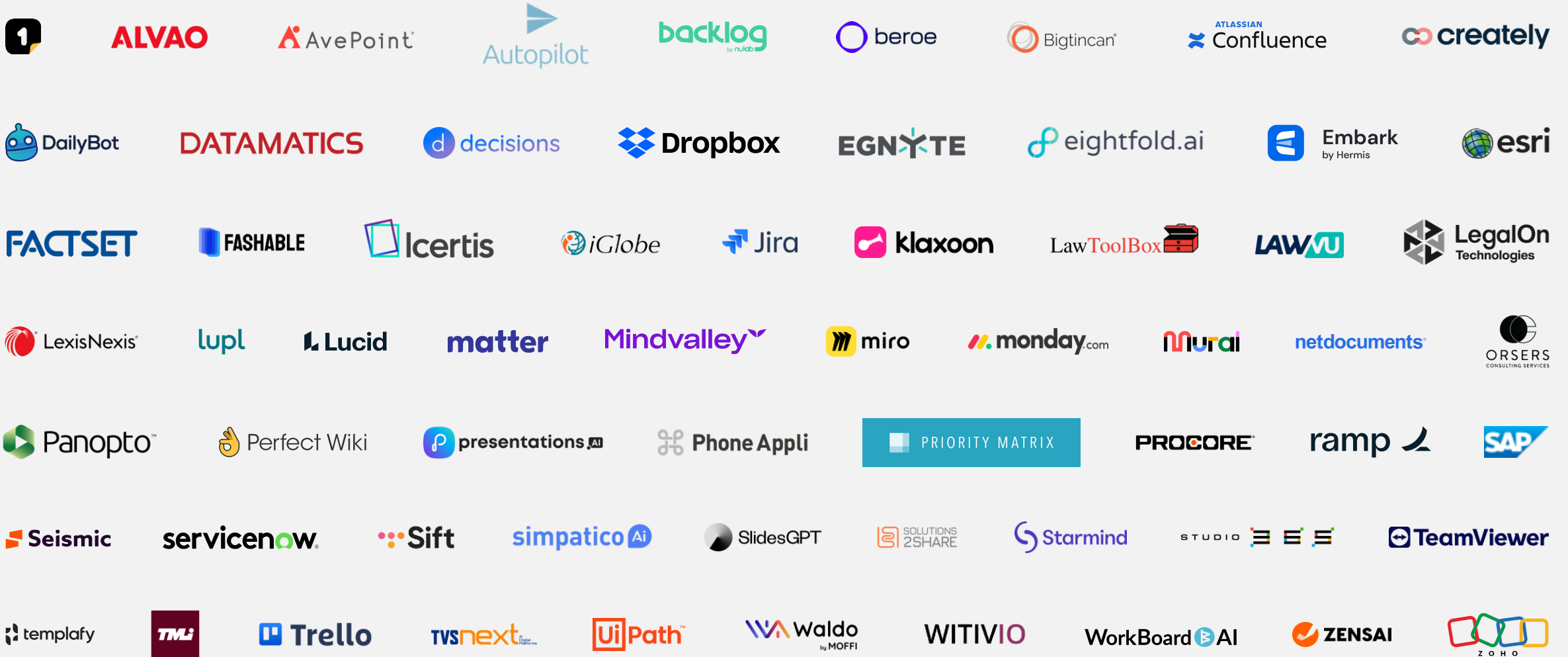
Build your own agents with Copilot Studio using natural language or pro code tooling with the Microsoft 365 Agent SDK.

Microsoft Agents

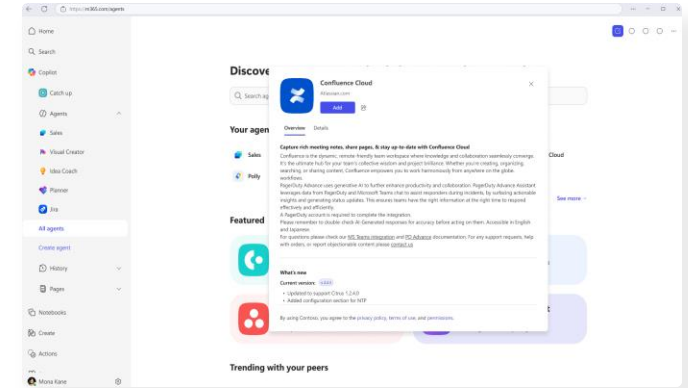
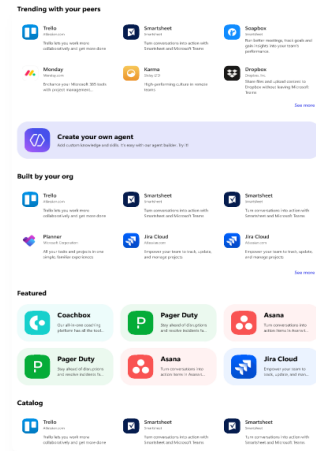
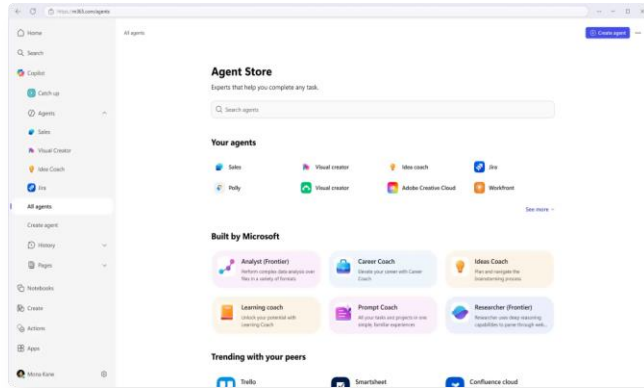


Automate tasks with pre-built agents by Microsoft that are designed for work

Trusted Third Party Agents Available Today



Agent Store



Discover agents

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

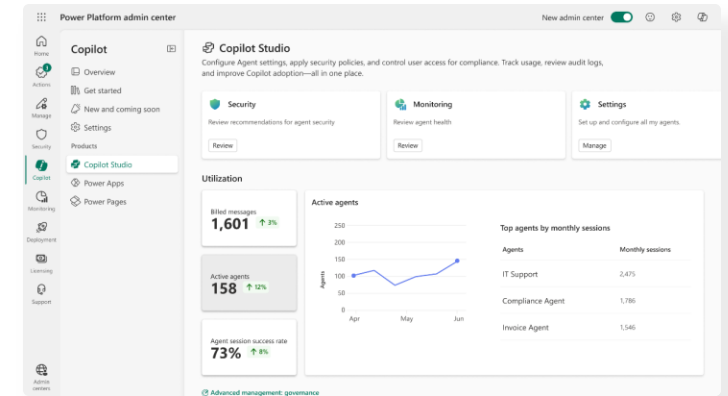
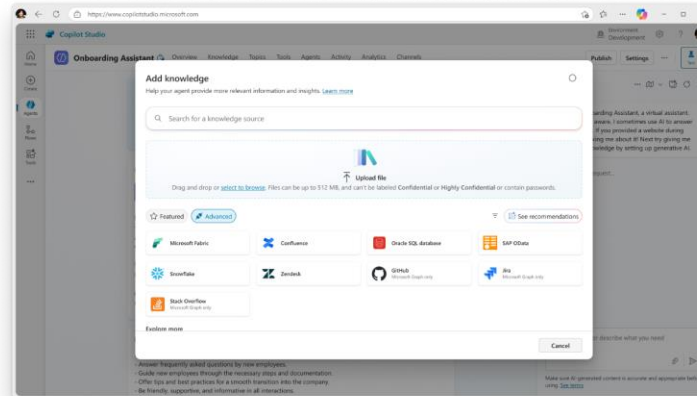
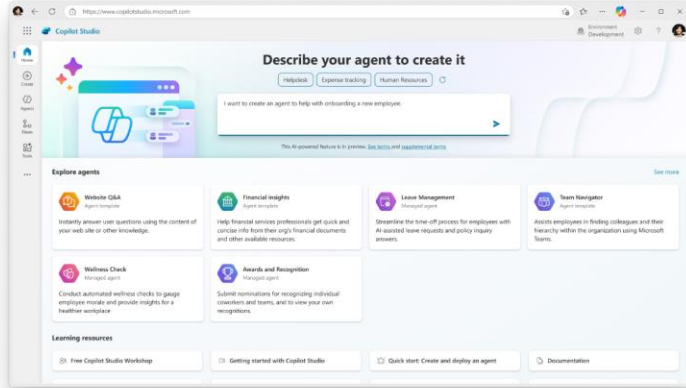
Deploy quickly

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.

Copilot Studio



Build your own agents

Select from your choice of 1500+ connectors, data, actions, and channels to build an agent – from simple to sophisticated.

Bring your own agent

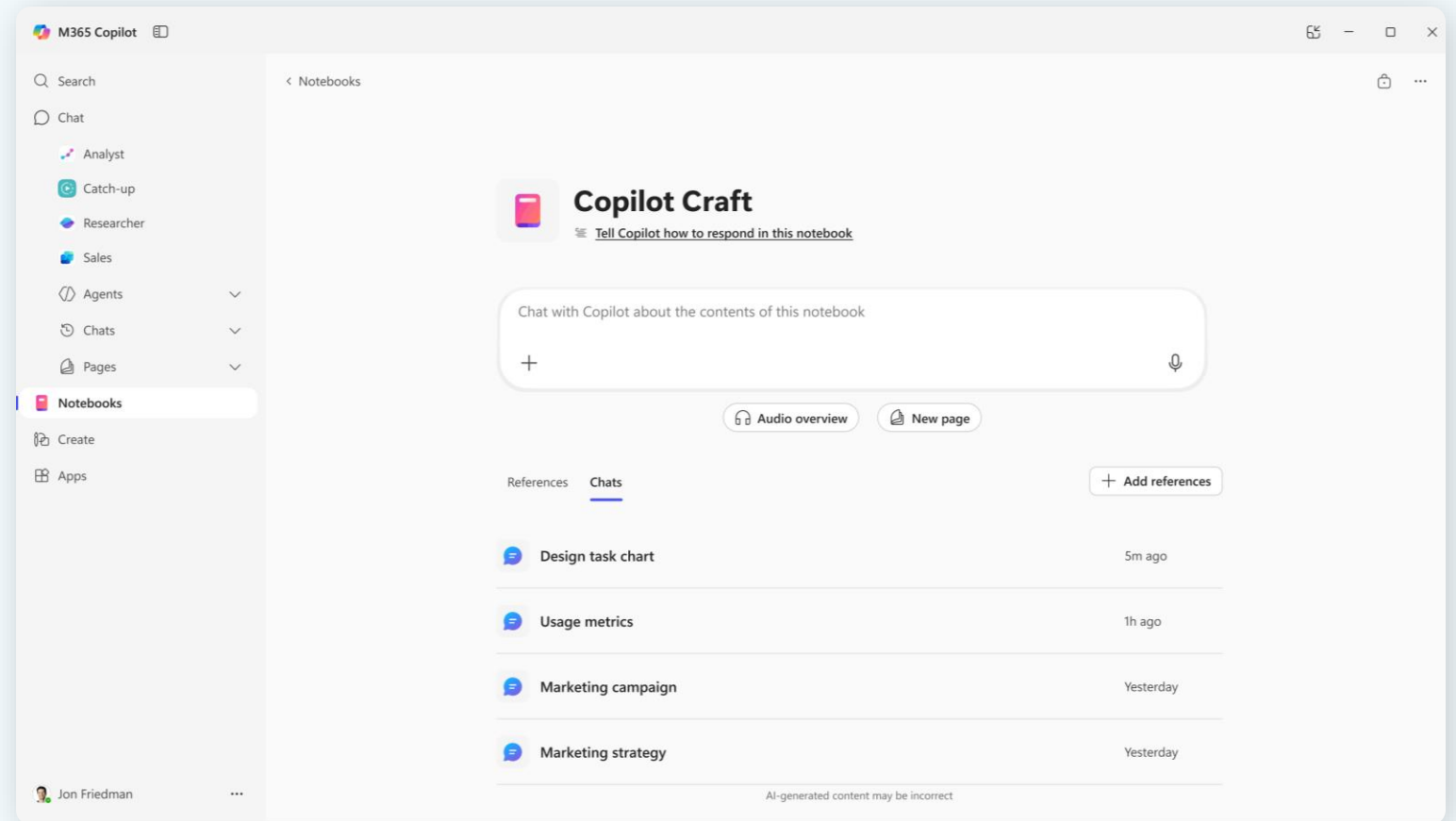
Build with Azure AI Foundry—your models, data, tools—and bring it to Copilot Studio to create powerful, custom agents.

Manage and secure at scale

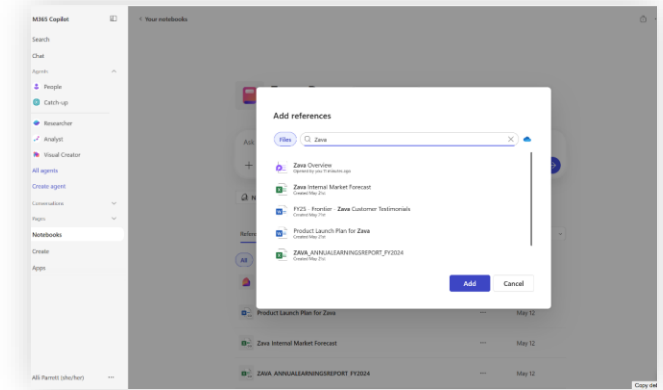
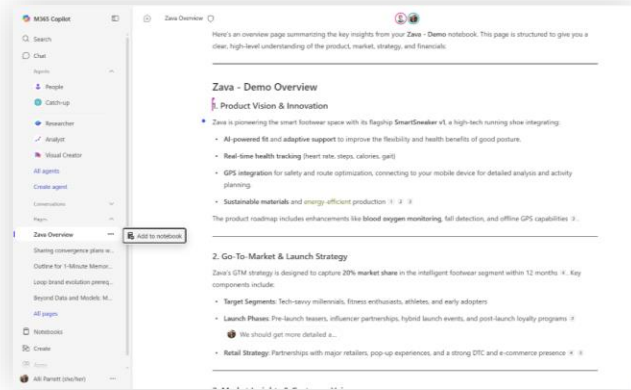
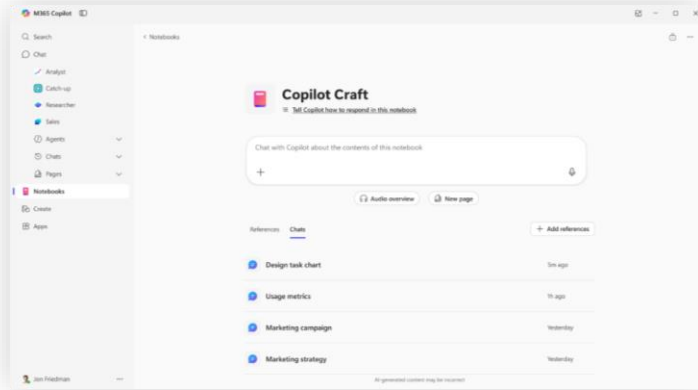
IT stays in charge of every agent across the organization with full visibility, security, and compliance controls.

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

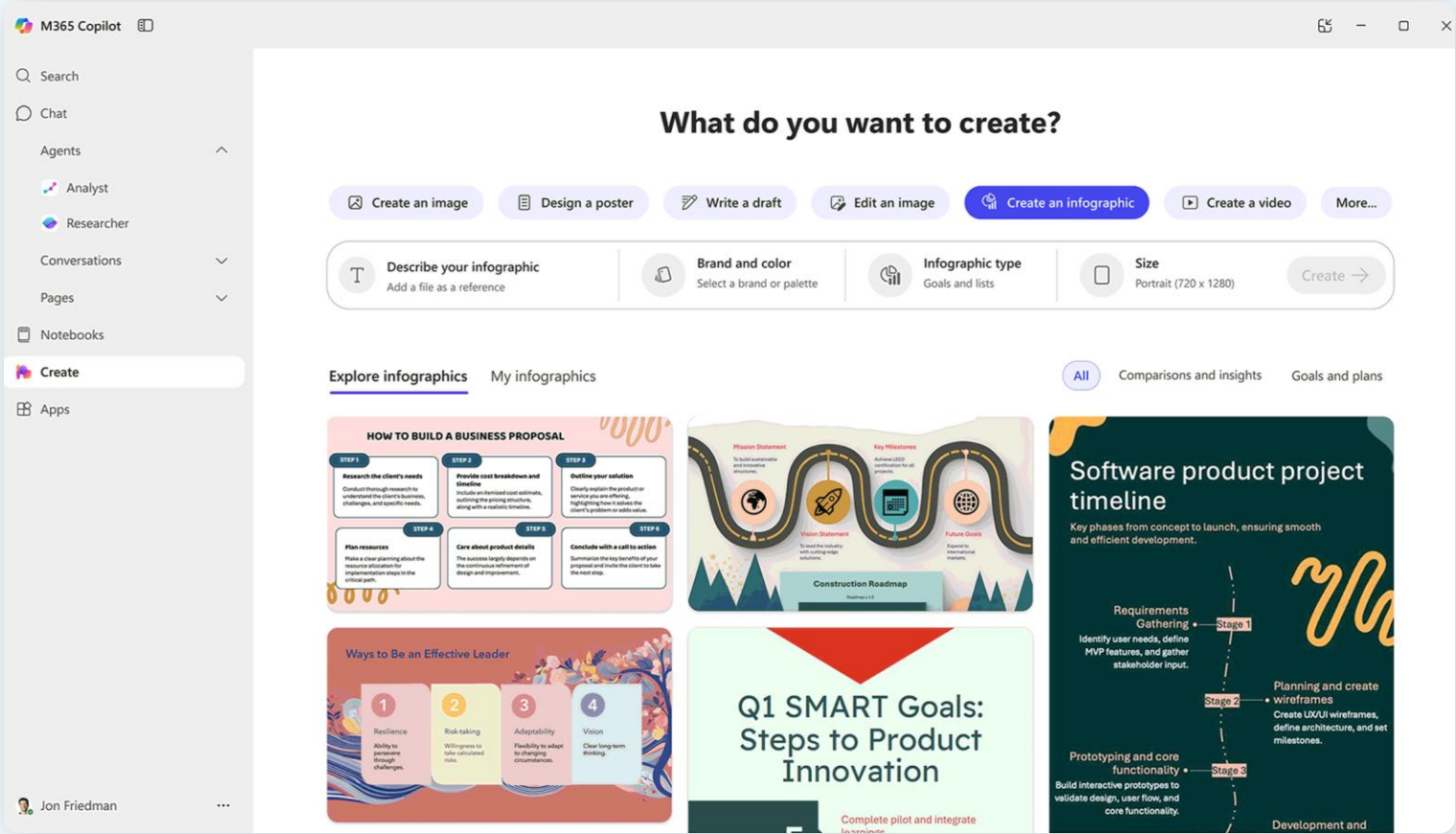
AI-generated podcast style summaries of your Notebook content help you quickly catch up.

Suggestions and updates

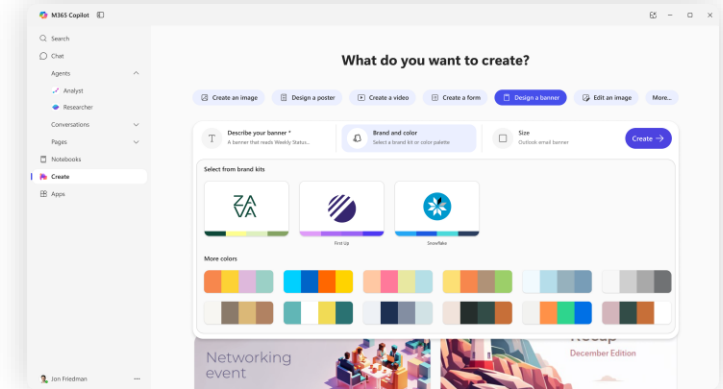
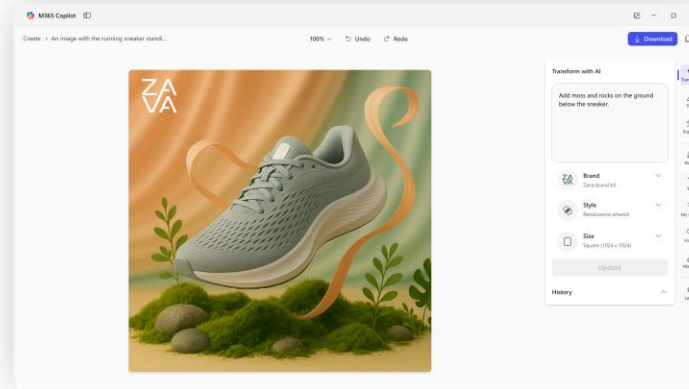
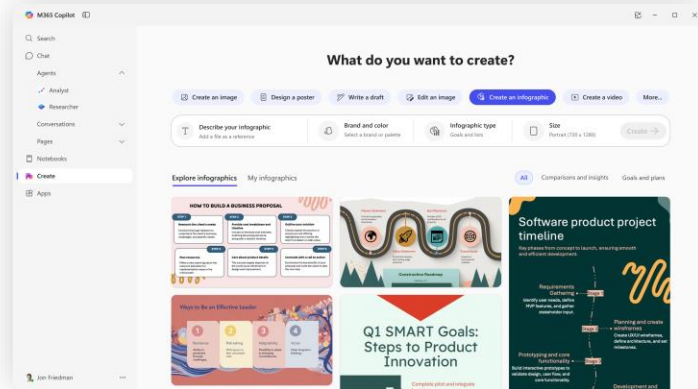
Intelligent suggestions recommend additional content and updates to your source material automatically reflect in the Notebook.

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.



Microsoft 365 Copilot

Your UI for AI

\$30

Copilot Chat

Free, secure web-grounded AI chat
Pay as you go custom agents grounded in your data
Standard access¹



Chat

Work-grounded
Priority access¹

Copilot in M365 apps

Advanced skills including on canvas commanding

Agents included

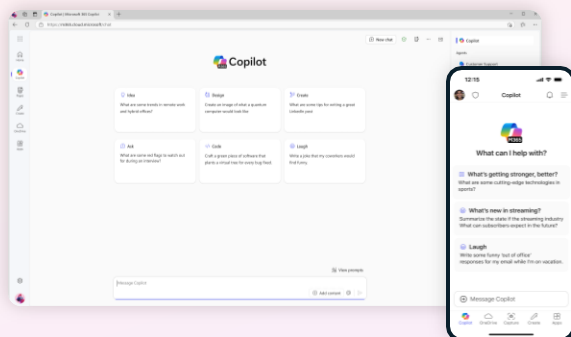
Advanced reasoning agents, Microsoft agents

Advanced Management & Analytics

1. Learn about standard and priority access [here](#).



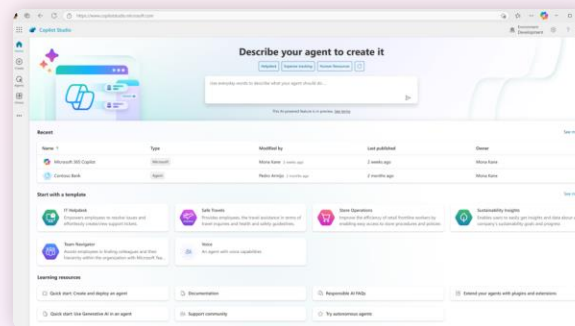
Microsoft 365 Copilot Chat



Chat

Free, secure web-grounded AI chat on the App and web, and in M365 productivity apps

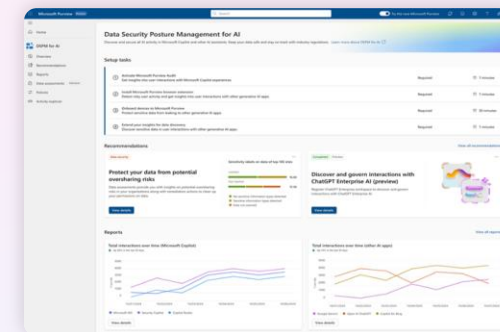
+



Agents

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

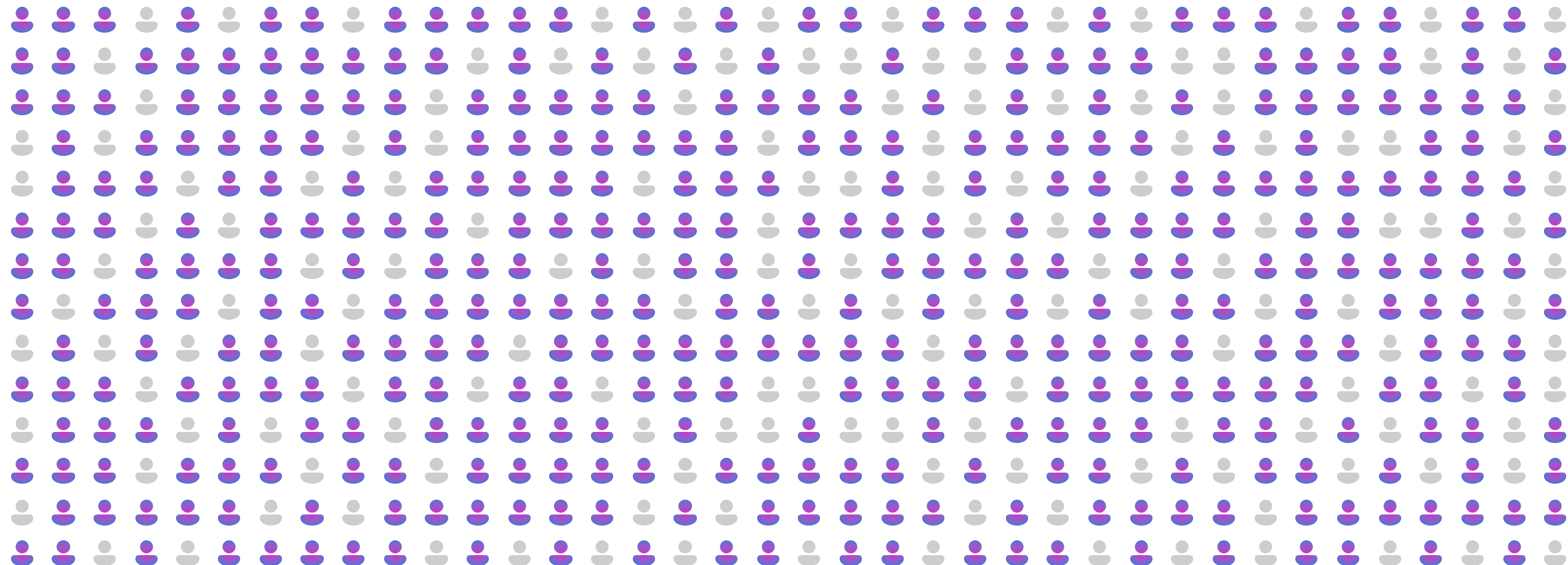
+



IT Controls

Enterprise Data Protection and agent management

Scaling AI Transformation



Copilot Chat



M365 Copilot



Microsoft
commitments
and controls



Microsoft 365
Copilot is built on
trust



Tools
to manage
Copilot + agents

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

Secure



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

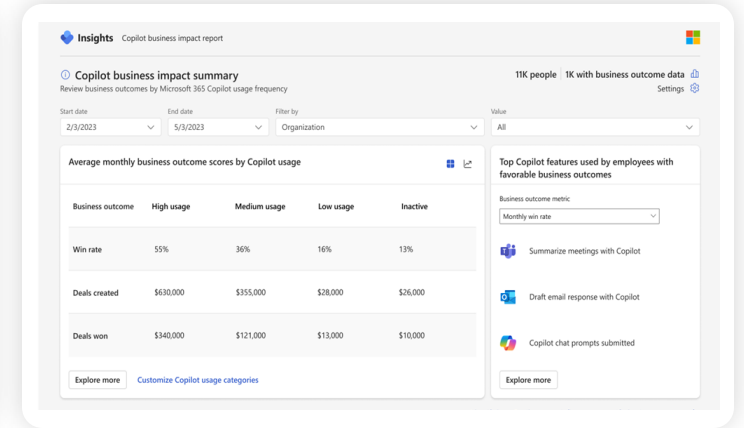
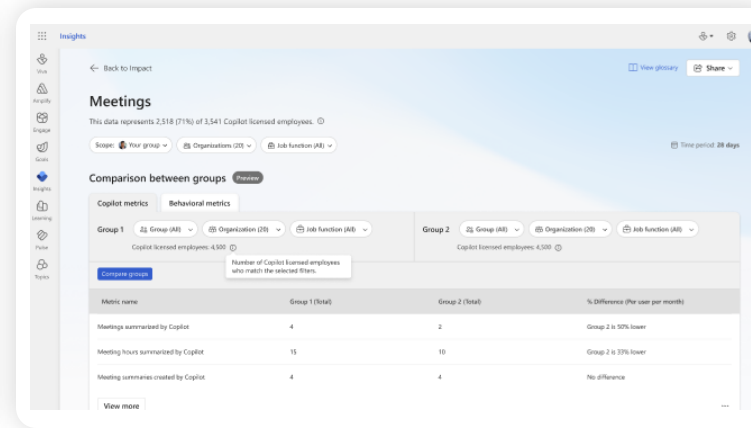
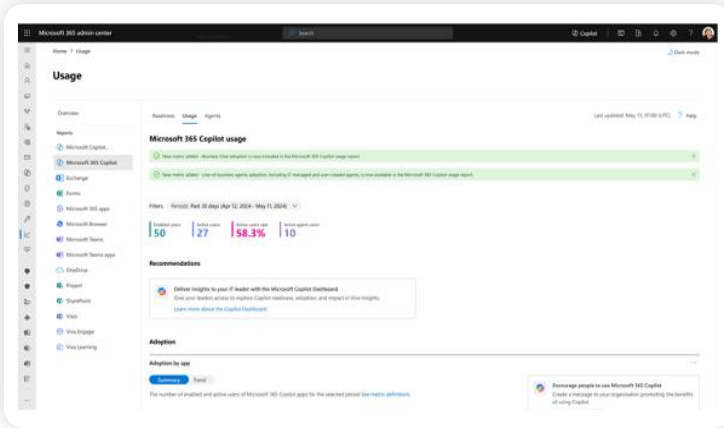


Govern AI use to meet regulations & policies

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

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.

What sets Microsoft 365 Copilot apart?

1

5-in-1 AI-first productivity app

Brings together Chat, Search, Agents, Notebooks and Create into a unified AI experience for work.

2

Integrated in the tools that millions use every day

Copilot is available in Teams and Microsoft 365 apps. With this integrated approach, Copilot understands your work context. Data governance and compliance ensure that security policies to stay intact.

3

Advanced reasoning agents

Researcher, Analyst and custom agents utilize deep reasoning tailored for specific tasks that act as virtual employees.

4

Agent platform

Everything you need to design and develop a trusted ecosystem of agents with consistent UI, standardized controls and scalable Agent Store.

5

Copilot Control System

Robust security, management, measurement and reporting to understand business impact of Copilot and Agents along with standardized governance and controls.

6

Flexible purchase and deployment options

Predictable per-user subscription and pay-as-you pricing options enables organizations to scale AI and meet the unique needs of specific roles and functions.

Preparing for the future of AI

1



**Are your leaders
engaged and
employees ready?**

2



**Do you have a
culture of learning
and the right skills?**

3



**Can you measure
business value and
continuously improve?**

Copilot's early impact at Microsoft

Customer service

11.5%

faster case
resolution

Sales

9.4%

higher revenue
per seller for one
business group

Marketing

21.5%

increase in
conversion rates
on Azure.com

Finance

60%

reduction of case
resolution time in
cash collections

Legal

5%

reduction expected
in external spend for
regulatory work in 2025

Human resources

42%

greater accuracy in
answering questions through
employee self-service

IT

36%

increase in the
self-help success rate for
employees in one experiment

Microsoft has the tools to support your AI journey

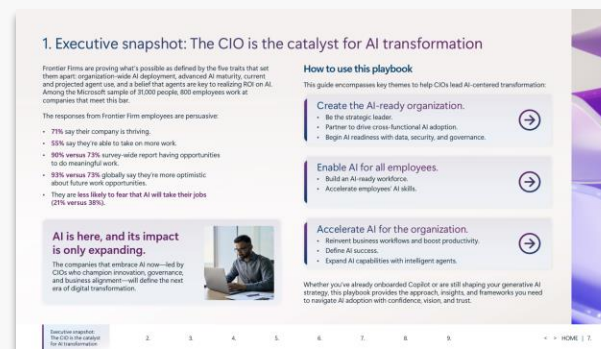
Copilot Success Kit

Business Leaders



[Scenario Library](#)

CIOs & IT Leaders



[CIO Playbook](#)

End users and Decision Makers



[AI Adoption Guide](#)

<https://aka.ms/CopilotAdoptionHub>

Get started with Zenzero

We're committed to
your success.



Have a [discovery call](#) with Zenzero team



Explore the [scenario library](#)



Check out agents prebuilt for you



Read the [2025 Work Trends Index](#) annual report

Thank you