


Power Platform Licensing Guide



April 2025

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Using This Guide

Use this guide to improve your understanding of how to license Microsoft Power Apps, Power Automate, Microsoft Copilot Studio, Power Pages, and Power Platform add-ons.

To facilitate understanding of licensing requirements this guide is structured as follows:

- 1) How to buy
- 2) Product licensing
- 3) Additional resources
- 4) Change log

For help determining the right technology solution for any given organization, including the license requirements for a specific product or scenario, consult with your Microsoft account team or your [Microsoft Certified Partner](#). This guide does not supersede or replace any of the legal documentation covering use rights.

All pricing is (USD) and subject to change, please see [Pricing | Microsoft Power Platform](#) for actual pricing. For more information on purchasing Microsoft Products and Microsoft Licensing Programs, in the U.S. visit [Microsoft Licensing Program Guides](#) or call Microsoft Sales at (855) 270-0615, and internationally visit [Microsoft Volume Licensing](#).

What's new in this licensing guide

See the Change log [Appendix C](#), for minor changes effective April 2025.

Microsoft reserves the right to review or update this document at any time without notice.

Users should take care to always use the latest version of the licensing guide for the most up-to-date information. The latest version of this guide can be found [here](#).

How to buy

Microsoft Licensing Programs

Power Platform subscription licenses

Power Platform subscription licenses can be purchased through these channels:

- [Enterprise Agreement \(EA\)](#)
- [Enterprise Agreement Subscription \(EAS\)](#)
- [Server and Cloud Enrollment \(SCE\)](#)
- [Microsoft Products and Services Agreement \(MPSA\)](#)
- [Enterprise Agreement for Government](#)
- [Enrollment for Education Solutions \(EES\)](#)
- [Microsoft Partners](#)
- Directly from Microsoft via these pricing pages
 - [Power Apps](#)
 - [Power Automate](#)
 - [Copilot Studio](#)
 - [Power Pages](#)

Product licensing

Power Apps, Power Automate, Copilot Studio and Power Pages provide licensed users the ability to create and run apps, bots, and custom websites. Any user or device that inputs data into, queries, views data from or otherwise accesses Power Apps, Power Automate, Copilot Studio and Power Pages, directly or indirectly must be properly licensed.

Power Apps, Power Automate, Copilot Studio and Power Pages use rights can be purchased through the Power Platform subscription licenses, Power Platform subscription add-on licenses, and Power Platform pay-as-you-go meters.

Power Platform subscription licenses*

- Power Apps
 - Power Apps Premium
 - Power Apps per app
- Power Automate
 - Power Automate Premium
 - Power Automate Process
 - Power Automate Hosted Process
 - Power Automate Process Mining
- Copilot Studio
 - Copilot Studio
- Power Pages
 - Power Pages Authenticated users
 - Power Pages Anonymous users

Power Platform subscription add-on licenses

- Power Automate unattended RPA add-on
- AI Builder capacity add-on
- Dataverse Database capacity add-on
- Dataverse File capacity add-on
- Dataverse Log capacity add-on
- Power Platform Requests add-on

*Power Platform products are licensed: per User Subscription Licenses (User SLs), per bot, per tenant, and capacity add-ons per tenant. These license types vary by product.





Power Platform pay-as-you-go meters

- Power Apps per app meter
- Power Pages Authenticated users meter
- Power Pages Anonymous users meter
- Copilot Studio pay-as-you-go meter
- Dataverse Database capacity meter
- Dataverse File capacity meter
- Dataverse Log capacity meter

Limited Power Platform use rights are included with select Dynamics 365, Microsoft/Office 365 and Windows licenses enabling licensed users to create applications and flows based on Microsoft 365 data. These productivity apps can also utilize data outside of Microsoft 365 by connecting to common services including Box.com, Facebook, and many more via the use of standard connectors. Please refer to the summary of Power Apps, Power Automate, Copilot Studio and Power Pages tables for details.

Power Platform

Recommended offers

 <p>Power Apps Application Development</p> <hr/> <p>Premium \$20 per user / month*</p>	 <p>Power Automate Workflow Automation</p> <hr/> <p>Premium \$15 per user / month* Process \$150 per bot / month*</p>	 <p>Microsoft Copilot Studio Build Agents</p> <hr/> <p>Pay-as-you-go meter \$0.01 per message</p>	 <p>Power Pages Web App Development</p> <hr/> <p>Capacity packs Tier 3 (100k+ users): \$50 for 100 Authenticated users / month* or \$25 for 500 Anonymous users / month*</p>
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*Billed annually
For Power BI and Fabric licensing information, refer to [Power BI service per user and capacity-based licenses](#).

Power Apps

Power Apps Premium

Power Apps Premium is best for businesses that want one license for users, regardless of the number of apps they need to run. This offer allows licensed users to create and run unlimited custom applications and create and access unlimited Power Pages websites.

Summary of Power Apps

		Power Apps subscriptions	Power Apps use rights included with:	Power Apps Basic
		RECOMMENDED MOTION Power Apps Premium \$20 per user/month* (or \$12 per user/month* w/2,000+ new licenses)	Select Dynamics 365 licenses ^{1,2}	Use rights with select Microsoft 365 and Office 365 licenses
Plans	Capabilities			
Power Apps	Run custom apps	Unlimited apps	Within same environment as licensed D365 application(s)	Unlimited
	Run workflows within the custom app ³	• ²	•	•
	Run custom websites	Unlimited websites		
AI Builder	Service credits ⁴	500 credits		
Power Platform connectors	Standard connectors	•	•	•
	Premium and custom connectors	•	•	
	On prem and cloud services data transfer	•	•	
Dataverse	Full Dataverse access	•	•	Dataverse for Teams only
	Create and access custom tables ^{5,6}	•	Pro limited to 15 per app	
	Dataverse Database capacity (Accrued)	250 MB ⁷		
	Dataverse File capacity (Accrued)	2 GB ⁷		
Managed Environments	Admin and governance at scale	• ⁸	• ^{2,8}	

¹ Dynamics 365 Pro does not have use rights for Power Apps or Power Pages.

² Within app context

³ Power Automate use rights included with Power Apps do not include RPA functionality, which requires a separate purchase of Power Automate Premium.

⁴ Cap on accrued capacity: 1,000,000 credits per tenant. For more AI Builder service credits, use the AI Builder capacity add-on.

⁵ For Power Apps use rights with restricted tables and exceptions for case tables, see [Restricted tables requiring Dynamics 365 licenses](#)

⁶ For exceptions to Dynamics 365 Field Service use rights for Power Apps users, refer to the [Dynamics 365 Licensing Guide](#).

⁷ Dataverse Database and File capacity entitlements accrue at the tenant level. Additional Dataverse Database, File and Log subscription capacity is available via the Dataverse 1 GB capacity add-ons.

⁸ Please see [Managed Environments](#) for licensing details.

*Billed annually

Click [here](#) to jump to more information on Power Apps.

Power Automate

Power Automate Premium

Power Automate Premium enables licensed users to automate modern applications via API-based digital process automation (cloud flows) and legacy applications via UI-based robotic process automation (desktop flows) in attended mode.

Power Automate Process

Power Automate Process licenses a single 'automation' bot or critical business process that can be used to automate a process via robotic process automation in unattended fashion, or UI-based digital process automation.

Summary of Power Automate

Plans		Power Automate subscriptions		Power Automate use rights included with:				Power Automate Basic
		RECOMMENDED MOTION Power Automate Premium \$15 per user/month ¹	RECOMMENDED MOTION Power Automate Process \$150 per bot/month ²	Copilot Studio	Power Apps	Select Dynamics 365 licenses	Windows	Use rights with select Microsoft 365 and Office 365 licenses
Power Automate ³	Cloud flows: (DPA) Automated, instant, and scheduled flows	●	●	● ^{4,5}	● ⁴	● ⁴		●
	Business process flows	●	●		● ⁴	● ⁴		
	Attended desktop flows (robotic)	●					● ⁶	
	Unattended desktop flows (RPA)		●					
Process Mining	Task Mining	●						
	Cloud flows process mining integration	●						
	Visualize and analyze processes	● ^{7,8}						
Power Platform connectors	<u>Standard</u> connectors	●	●	● ^{4,5}	● ⁴	● ⁴		●
	<u>Premium</u> and <u>custom</u> connectors	● ⁹	● ⁹	● ^{4,5}	● ⁴	● ⁴		
	On premises and cloud services data transfer	●	●	● ^{4,5}	● ⁴	● ⁴		
AI Builder	Service credits ¹⁰	5,000	5,000					
Dataverse	Dataverse use rights	●	●	● ^{4,5}	● ⁴	● ⁴		Within Teams only
	Database (Accrued)	250 MB ¹¹	50 MB ¹¹					
	File (Accrued)	2 GB ¹¹	200 MB ¹¹					
Managed Environments	Admin and governance at scale	● ¹²	● ¹²		●	● ^{4,12}		

¹ Per tenant/month, billed annually, one license allows user or capacity usage in any environment in the tenant.

² Per environment/month, one license allows the bot or process to be used in a single environment. An additional license is required if the same bot or process is deployed in a different environment.

³ See [technical documentation](#) for definitions of each flow type.

⁴ Within app context

⁵ Cloud flows as actions in agents are included with Copilot Studio message pack subscription licenses only.

⁶ Via [Power Automate desktop](#) only; a free application not intended for business-critical functions, with no SLA or Microsoft support. cloud flows, standard/premium connectors, orchestration (scheduled or automatic triggers for desktop flows, attended or unattended, combine cloud flows + desktop flows in a single automation), sharing desktop flows developing in a different environment than the default, Automation Lifecycle Management (ALM), monitoring, execution logs are not included.

⁷ The Power Automate Premium license includes the Process Mining desktop app with advanced analytics and optional Power BI customization with a separate purchase of Power BI. Process Advisor that comes with Power Automate Premium licenses includes out of the box process mining capabilities (prebuilt templates) with very limited customization.

⁸ 50 MB of Process Mining data storage per user license, cap on accrued capacity: 100 GB per tenant.

⁹ Desktop flow connector included (This desktop flow connector is not included with Windows licenses).

¹⁰ Cap on accrued capacity: 1,000,000 credits per tenant. For more AI Builder service credits, use the AI Builder capacity add-on.

¹¹ Dataverse Database and File subscription capacity is pooled at the tenant level. Additional Dataverse Database, Dataverse File and Dataverse Log subscription capacity can be purchased in increments of 1 GB.

¹² Please see [Managed Environments](#) for licensing details.

*Billed annually

Click [here](#) to jump to more information on Power Automate.

Microsoft Copilot Studio

Copilot Studio is an end-to-end conversational AI platform that empowers you to create and customize copilots using natural language or a graphical interface. With Copilot Studio, you can easily design, test, and publish copilots that suit your specific needs for internal or external scenarios across your industry, department, or role.

Summary of Copilot Studio

	Copilot Studio pay-as-you-go meter	Copilot Studio use rights with Microsoft 365 Copilot
Plans	RECOMMENDED MOTION Copilot Studio \$0.01 per message	Copilot Studio in Microsoft 365 Copilot Use rights with Microsoft 365 Copilot \$30 per user/month
Included Messages ¹	Pay-as-you-go ²	Unlimited ³
Generative AI	●	Limited ⁴
Create and Publish your own agents and agent flows anywhere	●	
Create and Publish agents and plugins to extend Microsoft 365 Copilot		●
The output you create is...	Your own agent	Your own agent ⁵
<u>Standard</u> Power Platform connectors	●	●
<u>Premium</u> and <u>custom</u> Power Platform connectors	●	●
On premises and cloud services data transfer for Power Platform connectors	●	●
Dataverse for Copilot Studio	● ⁶	● ⁶
Managed Environments	● ⁷	● ^{7,8}
Available channels to publish your copilot/plugins	External channels (e.g., External Web, FB, WhatsApp etc.) Internal Channels (e.g., Internal Web, Teams, etc.)	Microsoft 365 experience

¹ Customers will be charged according to the consumption of "messages," the common currency across Copilot Studio capabilities. Messages are the measure of time and effort required to retrieve information and respond to prompts or actions taken by an agent.

² The Copilot Studio pay-as-you-go meter enables you to post-pay based on the actual number of messages consumed in a month.

³ Microsoft reserves the right to add limits in the future.

⁴ Interactive use of classic answers, generative answers, tenant graph grounding and agent actions by authenticated Microsoft 365 Copilot users, in Microsoft 365 apps and services, will be included at no additional cost. Microsoft 365 apps and services include Word, Excel, PowerPoint, Outlook, Exchange, SharePoint, OneNote, OneDrive, Microsoft Stream, Microsoft Bookings, Microsoft Access, Viva Engage, Viva Insights, Microsoft Lists, Microsoft Forms, Sway, Visio, Microsoft Planner, Microsoft To Do, Microsoft Loop, Clipchamp, M365 Copilot Chat, and Teams. Microsoft reserves the right to add limits in the future.

⁵ Agents built on Copilot Studio, for Teams, SharePoint and Microsoft 365 Copilot, are included with the M365 Copilot license at no additional charge.

⁶ Dataverse for Copilot Studio default capacities: Dataverse Database 5 GB, Dataverse File 20 GB, Dataverse Log 2 GB

⁷ Please see [Managed Environments](#) for licensing details.

⁸ Managed Environments is enabled only for features related to Copilot Studio.

Click [here](#) to jump to more information on Copilot Studio

Power Pages

Power Pages Authenticated users

Power Pages Authenticated users licensing is best for businesses that want to allow users to access low-code business websites securely with authenticated access and have predictable licensing.

Power Pages Anonymous users

Power Pages Anonymous users licensing is best for businesses that want to allow viewers to access low-code business websites anonymously and have predictable licensing.

Summary of Power Pages

Plans	Capabilities	Power Pages subscriptions		Power Pages use right with:	
		RECOMMENDED MOTION Power Pages Authenticated user Tier 3 (100k+ users) \$50/pack*	RECOMMENDED MOTION Power Pages Anonymous user Tier 3 (100k+ users) \$25/pack*	Power Apps Premium	Select Dynamics 365 licenses
Power Pages	Create, access, host and administer websites	●	●	●	Within same environment as licensed D365 app
	Secure access authentication	●			
Power Platform connectors	<u>Standard</u> connectors	●	●	●	●
	<u>Premium</u> and <u>custom</u> connectors	●	●	●	●
Dataverse	Full Dataverse access	●	●	●	●
	Create and access custom tables and complex tables ¹	●	●	●	●
	Dataverse Database capacity (Accrued)	2 GB ²	500 MB ²	250 MB ³	
	Dataverse File capacity (Accrued)	16 GB ²	4 GB ²	2 GB ³	
	Dataverse Log capacity (Accrued)	1 GB	250 MB		
Managed Environments	Admin and governance at scale	● ⁴	● ⁴	● ⁴	Within app context

¹ For Power Pages use rights with restricted tables and exceptions for case tables, see [Restricted tables requiring Dynamics 365 licenses](#).

² Per capacity pack

³ Per license capacity

⁴ Please see [Managed Environments](#) for licensing details.

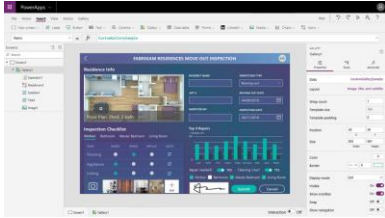
*Billed annually

Click [here](#) to jump to more information on Power Pages.

Power Platform

Other options

Power Apps



Service Overview

Power Apps is a low code/no code application platform that allows enterprises to build, modernize, and deploy unlimited applications for teams, departments, or entire organizations and customize existing Dynamics 365 and Microsoft/Office 365 applications. For more details, please visit <https://powerapps.microsoft.com/>.

Licensing overview

General purpose, fully featured Power Apps capabilities are licensed via Power Apps subscriptions on a per user basis and via pay-as-you-go enabling licensed users to create, customize, share, and run business applications.

Additionally, limited Power Apps capabilities are included within select Dynamics 365 and Microsoft/Office 365 licenses. For more information, please see the sections titled *Power Apps use rights included with Dynamics 365 licenses* and *Power Apps Basic* later in this document.

A high-level overview of the licensing structure is provided below.

	Power Apps Premium	Power Apps per app	Power Apps per app pay-as-you-go
Licensing scheme	Per user	Per user, per app	Per Active User
Description	Equips user to run unlimited applications and access unlimited Power Pages websites	Licenses individual user to run 1 application or access 1 Power Pages website in a specific environment	Allows user to access 1 application

Power Apps Premium

Power Apps Premium is best for businesses that want one license for users, regardless of the number of apps they need to run. This offer enables licensed users to run **unlimited custom applications and access unlimited Power Pages websites**.

Power Apps Premium per user offer summary	
SKU Name	Power Apps Premium
License type	Per user

Power Apps per app

Power Apps per app licenses individual users to run **1 custom application or access 1 Power Pages website in a specific environment** based on the full capabilities of Power Apps.

Power Apps per app offer summary	
SKU Name	Power Apps per app
License type	Per user, per app license
Are licenses stackable?	Yes

Power Apps per app is best for businesses that want to license users for each app or website, with the flexibility to stack licenses. Customers with per app typically start with 1-2 leading use case scenarios before adopting the platform more broadly. Power Apps per app is an attractive licensing option for licensing end users that run only a few apps and/or access only a few websites.

Consumption of Power Apps per app licenses			
	Environment 1	Environment 2	Per App Licenses Consumed
User 1	App A, App B, Website 1		3
User 2	App A, App B	App C, App D, Website 2	5
User 3	App A	App C	2

Note:

- A single user might be covered by multiple 'per app' licenses to allow the user to use multiple solutions targeted at various business scenarios, without requiring a per user license.
- Once a pool of Power Apps per app licenses is purchased, individual licenses need to be allocated to specific environments and then assigned to individual users before the app can be shared, (i.e., if the same app or website exists in two environments, a user will require two Power Apps per app User SLs to access both).
- Power Apps per app is also available to qualified education customers under faculty and student pricing. Since these licenses are sold as tenant level capacity and are not assigned to users in Active Directory, customers and partners will be responsible for ensuring that student pricing is applied to students only.

Power Apps per app pay-as-you-go meter

The Power Apps per app meter enables individual users to run one custom application. This option is **best for businesses that want to pay-as-you-go** for only the users who access a Power App one more times in a month.

Power apps per app pay-as-you-go offer summary	
SKU Name	Power Apps Per App Active User-1
Meter name	Power Apps per app meter

Power Apps per app pay-as-you-go meter definition: A measure of the number of unique, active users who open a single pay-as-you-go enabled app in an environment one or more times in a month.

Power Apps use rights included with Dynamics 365 licenses

Limited Power Apps use rights are included within the same environment(s) as the licensed Dynamics 365 application(s) to allow users to customize and extend Dynamics 365 applications. Use of Power Apps capabilities included with Dynamics 365 licenses must be only within the context of and in the same environment as the licensed Dynamics 365 application. Use rights vary by Dynamics 365 license type.

Power Apps Basic

Power Apps Basic (limited Power apps use rights included with select Microsoft 365 and Office 365 licenses) allows users to customize and extend Microsoft 365 and Office 365 for productivity scenarios, and to deliver a comprehensive low-code extensibility platform for Microsoft Teams only. For a complete list of Microsoft 365 and Office 365 and licenses that include Power Apps and Dataverse for Teams use rights, please refer to [Appendix B](#).

Summary of Power Apps

		Power Apps Subscriptions	Power Apps subscriptions	Power Apps per app pay-as-you-go	Power Apps use rights included with:	Power Apps Basic
		RECOMMENDED MOTION Power Apps Premium \$20 per user/month* (or \$12 per user/month with 2,000 + new per user licenses)*	Power Apps per app \$5 per user/month*	Power Apps per app meter ¹ \$10 per active user/app/month	Select Dynamics 365 licenses ^{2,3}	Use rights with <u>select</u> Microsoft 365 and Office 365 licenses
Plans	Capabilities					
Power Apps	Run custom apps	Unlimited apps	1 app or 1 website (In a specific environment)	1 app	Within same environment as licensed D365 application(s)	Unlimited
	Run custom websites	Unlimited websites				
	Run workflows within the custom app ⁴	● ³	● ³	● ³	● ³	●
AI Builder	Service credits ⁵	500 credits	250 credits			
Power Platform connectors	<u>Standard</u> connectors	●	●	●	●	●
	<u>Premium</u> and <u>custom</u> connectors	●	●	●	●	
	On premises and cloud services data transfer	●	●	●	●	
Dataverse	Full Dataverse access	●	●	●	●	Dataverse for Teams only
	Create and access custom tables ^{6,7}	●	●	●	Pro limited to 15 per app	
	Dataverse Database capacity (Accrued)	250 MB ⁸	50 MB ⁸			
	Dataverse File capacity (Accrued)	2 GB ⁸	400 MB ⁸			
Managed Environments	Admin and governance at scale	● ⁹	● ⁹	● ⁹	● ^{3,9}	

¹ Environments that are configured to use Power Platform pay-as-you-go, receive a one-time entitlement of 1 GB of Dataverse Database capacity and 1 GB of Dataverse File capacity per environment. Additional Dataverse Database, Dataverse File and Dataverse Log subscription capacity can be purchased in increments of 1 GB.

² Dynamics 365 Pro does not have use rights for Power Apps or Power Pages.

³ Within app context

⁴ Power Automate use rights included with Power Apps do not include RPA functionality, which requires a separate purchase of Power Automate Premium

⁵ Cap on accrued capacity: 1,000,000 credits per tenant. For more AI Builder service credits, use the AI Builder capacity add-on.

⁶ For Power Apps use rights with restricted tables and exceptions for case tables, see [Restricted tables requiring Dynamics 365 licenses](#)

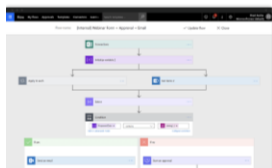
⁷ For exceptions to Dynamics 365 Field Service use rights for Power Apps users, refer to the [Dynamics 365 Licensing Guide](#).

⁸ Dataverse Database and Dataverse File capacity entitlements accrue at the tenant level. Additional Dataverse Database, Dataverse File and Dataverse Log subscription capacity can be purchased in increments of 1 GB via the Dataverse capacity add-ons.

⁹ Please see [Managed Environments](#) for licensing details.

*Billed annually

Power Automate



Service Overview

Power Automate allows enterprises to implement automated workflows and business processes and achieve operational efficiencies. For more details, please visit <https://powerautomate.microsoft.com/>.

Licensing overview

General purpose Power Automate capabilities are licensed via Power Automate subscription licenses. Additionally, limited Power Automate capabilities are also included within Power Apps, Dynamics 365, Microsoft/Office 365, and Windows licenses. For more information, please see the sections titled *Power Automate use rights included with Power Apps/Dynamics 365/Microsoft/Office 365 and Windows licenses* later in this document.

A high-level overview of the licensing structure is provided below.

Power Automate	Premium	Process	Hosted Process	Process Mining (PM)	Per user	Per flow (minimum 5 licenses)	Unattended RPA add-on
Licensing scheme	Per user/month ¹	Per bot/month ²	Per bot/month ²	100 GB of PM data capacity/month ³	Per user/month ¹	Per flow/month ²	Per bot/month ²
Description	Enables licensed users to automate modern applications via API-based Digital Process Automation (cloud flows) and legacy applications via UI-based Robotic Process Automation (desktop flows) in attended mode	Licenses an autonomous bot that runs unattended Robotic Process Automation, or a core business process (e.g., invoice processing or HR onboarding) that can be accessed org-wide without licensing individual users	Superset of Power Automate Process, providing the same functionality but with the addition of a Microsoft hosted machine capacity that enables Robotic Process Automation with zero infrastructure	Capacity based license that enables rapid ROI for customers by identifying critical optimization opportunities and improving existing processes. Add-on to Power Automate Premium	Best for businesses that want to license individual users to create unlimited cloud flows	Best for businesses that want to implement flows with reserved capacity for unlimited users across an organization	Add-on to Power Automate Premium or Power Automate per flow that enables a bot to run autonomously on a local remote desktop or virtualized environment

¹ Per tenant/month, one license allows user or capacity to use in any environment in the tenant.

² Per environment/month, one license allows the bot or process to be used in a single environment. An additional license is required if the same bot or process is deployed in a different environment.

³ Per 100 GB of PM data stored per tenant/month, capacity-based license/tenant.

Power Automate Premium

Power Automate Premium spans modern and legacy applications enabling licensed users to create and run unlimited cloud flows using Digital Process Automation (DPA), plus automate legacy applications with desktop flows through Robotic Process Automation (RPA) in attended mode. This offer includes full Process Mining desktop functionality and a limited amount of Process Mining data capacity (50 MB that can be pooled to a max of 100 GB per tenant). Additionally,

Power Automate Premium includes access to AI Builder capacity in support of scenarios like forms processing, object detection, prediction, text classification and recognition, and provides the ability for a user to run an attended RPA bot on a workstation.

Please note running an RPA bot in an unattended scenario requires the addition of the Power Automate Hosted Process license.

Power Automate Premium offer summary	
SKU Name	Power Automate Premium
License Type	Per user*
Cloud Flows ¹ (Automated, instant, scheduled, and business process flows)	Unlimited
Desktop flows (with attended RPA bots) ²	1 bot
Included AI Builder service credits	5,000 per month
Included Process Mining data storage	50 MB per user license, up to 100 GB per tenant

¹Unlimited flows within service limits. See [technical documentation](#) for definitions of each flow type.

²Multiple desktop flows may be authored/recorded for the RPA bot to execute. However, a bot can only execute one discrete desktop flow (i.e., process) at a time. Multiple processes must be serialized to run sequentially.

*Per tenant/month, one license allows user or capacity to use in any environment in the tenant.

Note:

- Desktop flow authoring, bot orchestration and management are included in this offer.
- Additional AI Builder capacity can be purchased per 1M service credits for \$500/month; AI Builder service credit capacity is pooled at the tenant level.

Power Automate Process

The Power Automate Process license can be used to license a single autonomous bot that can be used for unattended robotic process automation (unattended RPA), independent of a user, or a critical business process that can be accessed org-wide without licensing individual users. Power Automate Process also includes access to AI Builder capacity in support of scenarios like forms processing, object detection, prediction, text classification, and recognition.

When licensing bots for unattended automation:

- Concurrent instances of a singular process require an additional unattended bot for each instance.
- Unattended bots can be deployed on a local, remote desktop, or other virtualized environment. This license does not include any of these resources. The Power Automate Hosted Process license includes all the value of the Power Automate Process license with a virtual machine hosted and managed by Microsoft

When licensing business processes (e.g., invoice processing or HR onboarding):

- Every top-level flow needs to be licensed individually. ‘Child flows’ triggered by another flow do not need to be additionally licensed.
- Scheduled flows may be configured to trigger every minute, irrespective of license type. There are no limits on the frequency of flow runs beyond what a connector supports.

Power Automate Process offer summary	
SKU Name	Power Automate Process
License Type	Per bot*
Included AI Builder service credits	5,000 per month
Minimum initial purchase	None

*Per environment/month, one license allows the bot or process to be used in a single environment.

An additional license is required if the same bot or process is deployed in a different environment.

Power Automate Hosted Process

Licensed per bot, Power Automate Hosted Process is a superset of Power Automate Process, providing the same functionality, but also includes a virtual machine for running unattended automation with zero infrastructure. Each Hosted Process license provides capacity for a single Microsoft hosted machine.

Power Automate Hosted Process offer summary	
SKU Name	Power Automate Hosted Process
License Type	Per bot*
Included AI Builder service credits	5,000 per month
Additional licensing may be required	Any software automated with an unattended bot may require additional licensing. For example, unattended RPA scenarios incorporating M/O365 require the Microsoft 365 - Unattended License. Please see the Product Terms for more information.

*Per environment/month, one license allows the bot or process to be used in a single environment. An additional license is required if the same bot or process is deployed in a different environment.

- One Hosted Process license includes the capacity for one Microsoft hosted machine and an unattended RPA bot. All desktop flows (RPA) running on the machine and cloud flows (DPA) that are part of the business process are also covered by the license.
- One Hosted Process license can also be used as a Process license to run unattended automation on a customer managed machine.
- Additional AI Builder capacity can be purchased per 1M service credits for \$500/month; AI Builder service credit capacity is pooled at the tenant level.
- Any services or applications the unattended bot accesses must be licensed separately. For instance, if the bot is accessing Windows or Office, the Microsoft 365 – Unattended License must also be purchased in addition to the Power Automate Hosted Process license.

Note: Hosted Process licenses the machine and not the user. The Power Automate Premium user license is required to run attended RPA, and for RPA developers to build and manage desktop flows on the Power Automate portal. To learn more about the Premium RPA features that come with the Premium user license, go to [Premium RPA features](#).

Power Automate Process Mining

Process Mining is a capacity-based, add-on license that enables rapid ROI for customers by identifying critical optimization opportunities and improving existing processes. There are no limits to the number of users per tenant.

Capacity should be purchased for peak utilization over a 12-month contract period. If customers experience monthly or seasonal spikes, they must purchase enough capacity to allow for this high "watermark" when estimating the amount of capacity needed per month.

Process Mining add-on offer summary	
SKU Name	Power Automate Process Mining
License Type	Per 100 GB of data stored /month*
Qualifying base license	Power Automate Premium
Capacity per license	100 GB of data stored/month

*Per 100 GB of data stored per tenant/month, capacity-based license/tenant.

Power Automate per user

Power Automate per user equips individual users to create and run **unlimited** workflows and business processes based on their unique needs. The per user license is intended to support the broad adoption of an automation culture in an organization. Should the entire organization be licensed with the Power Automate per user, admins will have minimal overhead with tracking how many flows are being activated and used within the organization.

Power Automate per user offer summary	
SKU Name	Power Automate per user
License Type	Per user*
Enabled flows	Unlimited

* Per tenant/month, one license allows user or capacity to use in any environment in the tenant.

Power Automate per flow

Power Automate per flow is licensed by top-level flow and allows customers to implement critical business processes with capacity that serves teams, departments, or the entire organization without individually licensing each end user that triggers the licensed flow.

Power Automate per flow offer summary	
SKU Name	Power Automate per flow
License Type	Per flow*
Minimum initial purchase	5 units

*Per environment/month, one license allows the bot or process to be used in a single environment. An additional license is required if the same bot or process is deployed in a different environment.

- All **top-level flows** need to be licensed individually (scheduled flows, automated flows, instant flows, and business process flows). Flows that are only used as “child” flows (triggered by another flow) do not need to be additionally licensed.
- Customers wishing to license more top-level flows, should purchase more units of the “Power Automate per flow.”

Note: scheduled flows may be configured to trigger every minute, irrespective of license type. There are no limits on the frequency of flow runs beyond what the connector supports.

Power Automate unattended RPA add-on

The Power Automate unattended RPA add-on extends desktop-based automation by enabling a bot to run autonomously, i.e., independent of a user. Unattended bots can be deployed on a local, remote desktop, or other virtualized environment. Power Automate Premium or Power Automate per flow qualify as base licenses for the unattended RPA add-on. Multiple unattended RPA add-on licenses can be added with a single qualifying base license.

The Power Automate unattended RPA add-on is licensed by bot. Concurrent instances of a singular process require an additional unattended bot for each instance.

Power Automate Unattended RPA add-on offer summary	
SKU Name	Power Automate unattended RPA add-on
License Type	Per bot*
Qualifying base licenses	Power Automate Premium, Power Automate per flow
Included AI Builder service credits	5,000/month
Additional licensing may be required	Any software automated with an unattended bot may require additional licensing. For example, unattended RPA scenarios incorporating M/O365 require the Microsoft 365 - Unattended License. Please see the Product Terms for more information.

*Per environment/month, one license allows the bot or process to be used in a single environment. An additional license is required if the same bot or process is deployed in a different environment.

- One unattended RPA add-on license includes the rights to one unattended RPA bot, as well as all necessary functions tied to desktop flow authoring, bot orchestration and management.
- Running the unattended RPA bot in a VM requires the separate purchase of any necessary compute resources.
- Additional AI Builder capacity can be purchased per 1M service credits for \$500/month; AI Builder service credit capacity is pooled at the tenant level.

Power Automate use rights included with Power Apps licenses

The Power Apps Premium, Power Apps per app and Power Apps pay-as-you-go licenses include Power Automate use rights for the purpose of automating workflows associated with Power Apps applications. Power Automate use within Power Apps is limited to the context of the Power Apps application. What this means is that for both triggers and actions, a flow included within a Power Apps application connect to:

- Any data source within the use rights of the Power Apps application.

- Directly with the Power Apps application (via built in trigger/action).

If the flow is isolated and has nothing to do with the Power Apps application, then a full Power Automate license will need to be purchased.

Example of Power Automate use within Power Apps application context

A user with a full Power Apps license runs an app that uses a SQL Server database as the data source and includes flows that:

- Read from OR write to the SQL Server database.
- Use a built-in Power Apps trigger and/or action – e.g., sends a push notification to the app.

Example of Power Automate use outside of Power Apps application context

The same user (in the example above) now also wants to use a flow that updates an Oracle database, that:

- Is completely unrelated to the Power Apps app.
- Does not interact in any way with the Power Apps app (or its data sources).

This user will then require a full Power Automate license.

Power Automate use rights included with Dynamics 365 licenses

Dynamics 365 licenses include Power Automate use rights for the purpose of customizing and extending Dynamics 365 applications. Power Automate use within Dynamics 365 is limited to the context of the embedding Dynamics 365 application. For both triggers and actions, flows included within the Dynamics 365 application can connect:

- To any data source within the use rights of the Dynamics 365 application
- Directly with the Dynamics 365 application (via built in trigger/action)

If the embedded flow is not within the context of the Dynamics 365 application, then full Power Automate licenses will need to be purchased.

Power Automate Basic

Power Automate Basic (Power Automate use rights included with select Microsoft 365/Office 365 licenses) allows users to customize and extend Microsoft 365/Office 365 for productivity scenarios, and to deliver a comprehensive low-code extensibility platform for Microsoft Teams only. For a complete list Microsoft 365/Office 365 licenses that include Power Automate and Dataverse for Teams use rights, please refer to [Appendix B](#).

Power Automate use rights included with Windows licenses

Limited Power Automate use rights are included with select Windows licenses to create and execute personal desktop automation for attended RPA capabilities in Power Automate Desktop. This expands the digital workforce's ability to automate legacy tasks that can slow down workflows, empowering Windows users to start automating redundant and time-consuming tasks with low-code automation through RPA. For a complete list of Windows licenses that include these use rights, please refer to [Appendix B](#).

Power Automate use within Windows is available for all applications and websites (across all web browsers). Enterprise automation and administrative rights are not available in Windows.

Summary of Power Automate

		Power Automate subscriptions						Power Automate use rights included with:				Power Automate Basic	
Plans	Capabilities	RECOMMENDED MOTION Power Automate Premium \$15 per user/month ¹	RECOMMENDED MOTION Power Automate Process \$150 per bot/month ²	Power Automate Hosted Process \$215 per bot/month ²	Process Mining ³ \$5,000 per 100 GB of data stored/month ⁴	Per user \$15 per user/month ¹	Per flow \$100 per flow/month ² (Min. purchase 5 licenses)	Unattended RPA add-on ⁵ \$150 per bot/month ²	Copilot Studio	Power Apps	Select Dynamics 365 licenses	Windows	Use rights with Select M365/O365 licenses
Power Automate ⁶	Cloud flows (DPA) Automated, instant, scheduled flows	•	•	•		•	•		• ^{7,8}	• ⁷	• ⁷		•
	Business process flows	•	•	•		•	•			• ⁷	• ⁷		
	Attended desktop flows	•										• ⁹	
	Unattended desktop flows (RPA)		•	•			•						
	Microsoft hosted machine			•									
Process Mining	Task Mining	•			•								
	Cloud flows process mining integration	•			•								
	Visualize and analyze processes	• ^{10,11}			•	•							
Power Platform connectors	Standard connectors	•	•	•		•			• ^{7,8}	• ⁷	• ⁷		•
	Premium and custom connectors	• ¹²	• ¹²	•		•			• ^{7,8}	• ⁷	• ⁷		
	On prem & cloud services data transfer	•	•	•		•			• ^{7,8}	• ⁷	• ⁷		
AI Builder	Service credits ¹³	5,000	5,000	5,000			5,000						
Dataverse	Dataverse use rights	•	•	•		•			• ^{7,8}	• ⁷	• ⁷		Within Teams only
	Database capacity (Accrued)	250 MB ¹⁴	50 MB ¹⁴	50 MB ¹⁴	2 GB ¹⁴	250 MB ¹⁴							
	File capacity (Accrued)	2 GB ¹⁴	200 MB ¹⁴	200 ¹⁴	1 TB ¹⁴	2 GB ¹⁴							
Mgd. Environments	Admin & governance at scale	• ¹⁵	• ¹⁵	• ¹⁵		• ¹⁵	• ¹⁵			• ^{7,15}			

¹ Per tenant/month, one license allows user or capacity to use in any environment in the tenant.

² Per environment/month, one license allows the bot or process to be used in a single environment. An additional license is required if the same bot or process is deployed in a different environment.

³ Process Mining qualifying prerequisite: Power Automate Premium. Multiple add-ons can be applied against a single qualifying prerequisite license.

⁴ Per 100 GB of PM data stored per tenant/month, capacity-based license/tenant.

⁵ Qualifying prerequisites for the Unattended RPA add-on: Power Automate Premium and Power Automate per flow. Multiple add-ons can be applied against a single qualifying prerequisite license.

⁶ See [technical documentation](#) for definitions of each flow type.

⁷ Within app context. For both triggers and actions, flows within an embedding app, can connect to any data source within the use rights of the embedding application and directly with the embedding application.

⁸ Cloud flows as actions in agents are included with Copilot Studio message pack subscription licenses only.

⁹ Via [Power Automate desktop](#) only; a free application not for business-critical functions, with no SLA or Microsoft support. cloud flows, standard/premium connectors, orchestration (scheduled or automatic triggers for desktop flows, attended or unattended, combine cloud flows + desktop flows in a single automation), sharing desktop flows, developing in a different environment than the default, Automation Lifecycle Management (ALM), monitoring, execution logs are not included.

¹⁰ The Power Automate Premium license includes the Process Mining desktop app with advanced analytics and optional Power BI customization with a separate purchase of Power BI. Process Advisor that comes with Power Automate Premium licenses includes out of the box process mining capabilities (pre-built templates) with very limited customization.

¹¹ 50 MB of Process Mining data storage per user license, cap on accrued capacity: 100 GB per tenant.

¹² Desktop flow connector is included. (This desktop flow connector is not included in Windows licenses.)

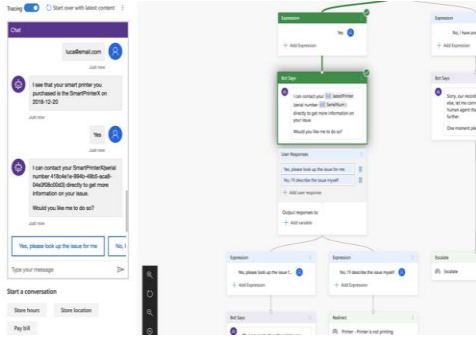
¹³ Cap on accrued capacity 1,000,000 credits per tenant. Additional AI Builder capacity can be purchased per 1M service credits for \$500/month via the AI Builder capacity add-on.

¹⁴ Dataverse Database and File subscription capacity is pooled at the tenant level. Additional Dataverse Database, Dataverse File and Dataverse Log subscription capacity can be purchased in increments of 1 GB.

¹⁵ Please see [Managed Environments](#) for licensing details.

*Billed annually

Microsoft Copilot Studio



Service Overview

Copilot Studio is an end-to-end conversational AI platform that empowers you to build, customize and deploy agents using natural language or a graphical interface. With Copilot Studio, you can easily design, test, and publish agents that suit your specific needs for internal or external scenarios across your industry, department, or role. For technical details please visit: aka.ms/copilotstudio.

Licensing overview

Copilot Studio messages are the common currency across Copilot Studio capabilities and are available via the pay-as-you-go meter and message pack subscriptions.

Copilot Studio pay-as-you-go meter

The Copilot Studio meter enables an organization to post-pay based on the actual number of messages consumed in a month. No up front license commitment is required, allowing organizations the flexibility to scale usage and ensure business continuity for mission critical business processes.

A Copilot Author role is required for users building and managing agents for Copilot Studio pay-as-you-go. In the [Power Platform admin center \(PPAC\)](#), navigate to Settings, assign a security group, and add members to give them to access to building and managing agents in Copilot Studio.

Meter Definition: The Copilot Studio pay-as-you-go meter counts the total number of messages consumed by agents.

Copilot Studio Pay-as-you-go Offer Summary	
SKU Name	Copilot Studio pay-as-you-go
Meter name	Copilot Studio pay-as-you-go messages

Copilot Studio message pack subscriptions

Copilot Studio capabilities are licensed via message packs, (1 message pack = 25,000 messages/month). For additional capacity, it is recommended to [sign up](#) for pay-as-you-go, or add more message packs to ensure business continuity. Message consumption will not be counted against the meter until customers have fully exhausted message pack entitlements.

Microsoft Copilot Studio Message Packs Offer Summary	
SKU Name	Copilot Studio
License type	Tenant license
1 Capacity Pack	25,000 messages per month

A Copilot Studio User License (\$0) is required for each user building and managing agents with Copilot Studio. We recommend acquiring the tenant license and user licenses as part of a single transaction to simplify onboarding to Copilot Studio. **Billed Messages**

Messages are a measure of the time and effort required for an agent to retrieve information and respond to your prompts and any actions/custom skills the agent uses. The number of messages decremented for each response or action is dependent on the complexity of the task completed by the agent.

Microsoft Copilot Studio Billing Rates

*Rate change in effect as of April 1, 2025

	Orchestration Mode	M365 Copilot Users ¹	Copilot Chat Users	Use of Other Agents Built w/Copilot Studio
Web-grounded answers Dynamically-generated responses based on the web as a knowledge source.	Classic & Generative	Included ²	Included	2 messages
Classic answers Predefined responses manually authored by makers through topics (includes messages, connectors, flows etc.) that are static unless manually updated in Classic Orchestration mode. Used when a precise or controlled response is desired output. Each action (not each topic) counts as an answer. Not available in agent builder.	Classic only	Included	1 message	1 message
Generative answers ^{3,4} Dynamically-generated responses based on knowledge sources and context that provide flexible and natural interactions.	Classic & Generative	Included	2 messages	2 messages
Tenant graph grounding for messages ^{3,4} Grounding to enhance AI agents with up-to-date, context-aware knowledge from Microsoft 365 and external data, offering built-in security and inheriting data access governance policies.	Classic & Generative	Included	10 messages*	10 messages*
Agent actions ^{3,4} AI-led orchestration for triggers, topics, agent flows, text & generative AI tools, Power Platform premium connectors and custom connectors to automate complex business processes. Not available in agent builder.	Generative only	Included	5 messages	5 messages
Text & generative AI tools Specialized tools that extend agents capabilities by teaching them to perform specific tasks, leveraging a combination of AI prompt engineering, model configuration, code execution, and knowledge retrieval.				
Basic (Message rate per 10 responses⁵)	Classic & Generative	1 message	1 message	1 message
Standard (Message rate per 10 responses⁵)	Classic & Generative	15 messages	15 messages	15 messages
Premium (Message rate per 10 responses⁵) For deep reasoning prompts	Classic & Generative	100 messages	100 messages	100 messages
Agent flow actions (Message rate per 100 flow actions) Item used to charge for agent flows, which are predefined sequences of flow actions to execute repetitive tasks quickly, without requiring agent reasoning and orchestration at each step.	Classic & Generative	13 messages	13 messages	13 messages

- Interactive use of classic answers, generative answers, tenant graph grounding and agent actions by authenticated Microsoft 365 Copilot users, in Microsoft 365 apps and services, will be included at no additional cost. (Interactive use means user makes agent do something through an explicit interaction.)
- Use of Declarative Agents grounded in web data is free on Microsoft 365 Copilot Chat.
- Each interaction with an agent could utilize multiple utilization rates simultaneously i.e., an agent grounded in tenant graph could use 12 messages (10 for the graph grounding and 2 for Generative Answer) to respond to a single complex prompt from the user. Most agents built natively in SharePoint or Copilot Chat will have tenant graph grounding enabled by default.
- Generative answers, tenant graph grounding for messages, web-grounded answers and agent actions can be used by both declarative agents and custom engine agents.
- 1 response = 1,000 tokens for LLM models, 1 image for image processing, 1,000 characters for text processing and 1 row when processing rows for prediction. Billing will be prorated to exact number of responses

Examples

A. Classic answers

User asks agent when a store is open, and agent replies with store hours based on phrase matching topic = 1 message

B. Generative answers: User asks agent for store hours for the upcoming holiday, agent responds based on generatively created answer using web-based knowledge source instead of predefined topic = 2 messages

C. Tenant Graph grounding for messages

You have a tenant Microsoft Graph grounded agent in Microsoft 365 Copilot Chat. This agent answers employee questions based on sales data connected to Microsoft Graph using Graph data connectors = 12 messages

D. Agent actions

Generative mode is enabled, and generative AI determines that 1 topic and 2 actions are required to respond to the user prompt = 3 * 15 messages

E. Agent flow actions

An agent flow is run as an agent action and consumes 1,000 flow actions during the run = 5 + 130 messages.

F. Text and Generative AI Tools (Basic, Standard, Premium)

1. Basic: An agent is configured with a GPT-4o mini Prompt in a Topic to summarize customers' interactions stored in Dataverse tables. A user asks the agent to summarize interactions with Contoso. Prompt input is 1,200 tokens and output is 600 tokens, this represents 2 Basic events, so 0.2 messages.
2. Standard: A maker now adds a topic to generate the content of an email to send to this customer, using a GPT-4o prompt. User asks agent to propose an email to send to Contoso. Prompt input is 2,500 tokens and output is 1,100 tokens, this represents 4 Standard events, so 6 messages.
3. Premium: A maker adds a GPT-o1 Prompt as Action to an agent to optimize a complex process. User expose their process and ask agent for an optimization. Prompt input is 2,100 tokens and output is 3,000 tokens, this represents 6 Premium events, so 60 messages.

Capacity enforcement

All Copilot Studio purchased capacity is enforced monthly and unused messages do not carry over month to month. Customers exceeding purchased capacity should adjust their purchase quantity per standard Microsoft terms to remain in compliance. Comprehensive monitoring, reporting, and alerting mechanisms will be instituted to assist customers with managing Copilot Studio capacity. Technical enforcement (including service denial) will result for usage that is over the purchased capacity.

Copilot Studio in Microsoft 365 Copilot

Users licensed with Microsoft 365 Copilot can use agents that consume Classic Answers, Generative Answers and Tenant graph grounding for messages in Teams, SharePoint and Microsoft 365 Copilot, and this will not consume Copilot Studio messages. If these agents are deployed in any other channels, this usage will consume Copilot Studio messages. A Microsoft 365 Copilot license includes the following features and capabilities:

- Copilot Chat
- Copilot in Microsoft 365 apps, including Teams
- Prebuilt agents in SharePoint
- The ability to build agents in Copilot Chat or SharePoint (using Agent Builder)
- Agent capabilities in Copilot Studio, when used in Microsoft 365 Copilot, Teams, SharePoint

Copilot Studio use rights included with Dynamics 365 licenses

Select Dynamics 365 licenses include limited Copilot Studio use rights and session capacity for the purpose of extending Dynamics 365 applications. Please refer to the [Dynamics 365 Licensing Guide](#) for information related to these entitlements.

Summary of Copilot Studio

	Copilot Studio Pay-as-you-go	Copilot Studio Message packs	Copilot Studio use rights with Microsoft 365 Copilot
Plans	<p>RECOMMENDED MOTION</p> <p>Copilot Studio</p> <p>\$0.01 per Message</p>	<p>Copilot Studio</p> <p>\$200 per pack/month*</p>	<p>Copilot Studio in Microsoft 365 Copilot</p> <p>\$30 per user/month</p>
Included Messages ¹	Pay-as-you-go ²	25,000 Messages ³	Unlimited ⁴
Generative AI	●	●	Limited ⁵
Create and publish your own agents and agent flows anywhere	●	●	
Create and Publish your own agents and plugins to extend Microsoft 365 Copilot			●
The output you create is...	Your own agent	Your own agent	Your own agent ⁶
Power Automate cloud flows as actions in agents		●	
<u>Standard</u> Power Platform connectors	●	●	●
<u>Premium</u> and <u>Custom</u> Power Platform connectors	●	●	●
On premises and cloud services data transfer for Power Platform Connectors	●	●	●
Dataverse for Copilot Studio	● ⁷	● ⁷	● ⁷
Managed Environments	● ⁸	● ⁸	● ^{8,9}
Available channels to publish your agents/plugins	<p>External channels (e.g., External Web, FB, WhatsApp etc.)</p> <p>Internal Channels (e.g., Internal Web, Teams, etc.)</p>	<p>External channels (e.g., External Web, FB, WhatsApp etc.)</p> <p>Internal Channels (e.g., Internal Web, Teams, etc.)</p>	Microsoft 365 experience

¹ Customers will be charged according to the consumption of "messages," the common currency across Copilot Studio capabilities. Messages are the measure of time and effort required to retrieve information and respond to prompts or actions taken by an agent.

² The Copilot Studio pay-as-you-go meter enables you to post-pay based on the actual number of messages consumed in a month.

³ Messages are offered via prepaid message pack subscription licenses. 1 message pack = 25,000 messages.

⁴ Utilization of agents created using "classic orchestration" mode that consume Classic Answers and Generative Answers for Teams, SharePoint and Microsoft 365 Copilot is included in the Microsoft 365 Copilot user license at no additional charge. Microsoft reserves the right to add limits in the future.

⁵ Interactive use of classic answers, generative answers, tenant graph grounding and agent actions by authenticated Microsoft 365 Copilot users, in Microsoft 365 apps and services, will be included at no additional cost.

⁶ Agents built on Copilot Studio, for Teams, SharePoint and Microsoft 365 Copilot, are included with the Microsoft 365 Copilot user license at no additional charge.

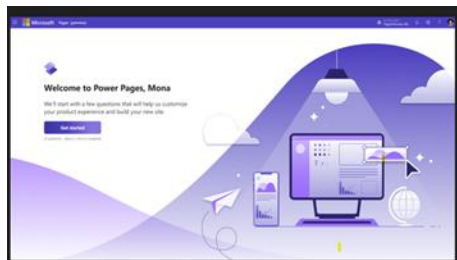
⁷ Dataverse for Copilot Studio default capacities: Dataverse Database 5 GB, Dataverse File 20 GB, Dataverse Log 2 GB. Additional Dataverse Database, Dataverse File and Dataverse Log subscription capacity can be purchased in increments of 1 GB.

⁸ Please see [Managed Environments](#) for licensing details.

⁹ Managed Environments is enabled only for features related to Copilot Studio.

*Billed annually

Power Pages



Service Overview

Power Pages delivers a secure, enterprise-grade platform for creating, hosting, and administering modern external-facing business websites. For more details, please visit <https://powerpages.microsoft.com/>

Licensing overview

Power Pages licensing is based on two user types, authenticated users per website/month and anonymous users per website/month. Sufficient user capacity must be assigned to the environment to cover the total number of unique users who access the website/month.

- **Authenticated users definition:** Power Pages authenticated users are users who obtain secure access to a website by logging in through an authentication provider on the website.
- **Anonymous users definition:** Power Pages anonymous users are users who access a website and do not log in.

Power Pages

All Power Pages licenses include the full capabilities of Power Pages. Organizations that need full-fledged general purpose Power Pages websites to create, host and administer rich, interactive, data first, business web apps worldwide should purchase Power Pages capacity packs.

Power Pages Authenticated user subscriptions

Authenticated user subscription licenses are offered for the number of unique, authenticated users accessing a website. These licenses are offered through capacity packs with 100 users per capacity pack. Three tiers of pricing are offered. Once the minimum purchase requirement is met, additional packs can be purchased in units of one.

Power Pages authenticated user capacity packs

Capacity Pack Tiers	Capacity Packs Minimum purchase	Total Number of users (1 capacity pack = 100 users)	Pricing
Tier 1	1 capacity pack	100+ users	\$200/pack
Tier 2	100 capacity packs	10,000+ users	\$75/pack
Tier 3	1,000 capacity packs	100,000+ users	\$50/pack

Customers should purchase the necessary number of capacity pack licenses to cover the anticipated number of authenticated users that will access each Power Pages website over a monthly period. Unused capacity does not carry over to the next month. Note: Authenticated user capacity needs to be assigned to an environment.

Power Pages per Authenticated User offer summary	
SKU Name	Power Pages Authenticated users per site
License type	Per authenticated user/website

Power Pages Anonymous user subscriptions

Anonymous user subscription licenses are offered for the number of anonymous users who access a website and do not log in. These licenses are offered through capacity packs with 500 users per capacity pack. Three tiers of pricing are offered. Once the minimum purchase requirement is met, additional packs can be purchased in units of 1.

Power Pages anonymous user capacity packs

Capacity Pack Tiers	Capacity Packs Minimum purchase	Number of users (1 capacity pack = 500 users)	Pricing*
Tier 1	1 capacity pack	500+ users	\$75/pack
Tier 2	20 capacity packs	10,000+ users	\$37.50/pack
Tier 3	200 capacity packs	100,000+ users	\$25/pack

*Billed annually

Customers should purchase the necessary number of capacity pack licenses to cover the anticipated number of anonymous users that will access each Power Pages website over a monthly period. Unused capacity does not carry over to the next month. Note: Anonymous user capacity packs do not need to be assigned to individual users. These capacities are assigned to an environment.

Power Pages per Anonymous user offer summary	
SKU Name	Power Pages Anonymous users per site
License Type	Per anonymous user/website

Power Pages pay-as-you-go meters

With the Power Pages pay-as-you-go meters, customers can post-pay based on the actual number of Authenticated and/or Anonymous users who have accessed a website.

Please note: Power Pages subscription licenses cannot be used in a pay-as-you-go environment.

Power Pages Authenticated user meter

The Authenticated user pay-as-you-go meter enables customers to pay-as-you-go based on the actual number of authenticated users who have accessed a website in a month.

Power Pages Authenticated pay-as-you-go meter definition: A measure of the number of unique authenticated users per website per month.

Power Pages Anonymous user meter

The Anonymous user pay-as-you-go meter enables customers to pay-as-you-go based on the actual number of Anonymous users who have accessed a website in a month.

Power Pages Anonymous pay-as-you-go meter definition: A measure of the number of unique anonymous users per website per month.

Power Pages pay-as-you-go offers summary	
SKU Name	Power Pages Authenticated User
Meter name	Authenticated Users per Site Active User
SKU Name	Power Pages Anonymous User
Meter name	Anonymous Users per Site Active User

Power Pages use rights included with Power Apps and Dynamics 365 licenses

Power Pages use rights within Power Apps and Dynamics 365 Enterprise Apps are limited to the same environment as the Power Apps and Dynamics Enterprise Apps. Dynamics 365 Enterprise Apps are granted use rights for Power Pages, however, restricted tables and the associated Dynamics 365 license requirements for users who create, update, or delete data stored within these tables remain in place. For a full list of restricted tables, see [Restricted tables requiring Dynamics 365 licenses](#).

License	Power Pages use rights
Power Apps per app	Run 1 Power App or access 1 website
Power Apps Premium	Unlimited Power Apps and Power Pages websites
Dynamics 365 Team Members	None
Dynamics 365 Operations – Activity	None
Dynamics 365 Apps ¹	None
Dynamics 365 Enterprise and Premium Apps ²	<ul style="list-style-type: none"> • Power Pages websites that map to the same environment as the licensed Dynamics 365 application • Unlimited Power Pages websites
Microsoft 365 / Office 365	None

¹Dynamics 365 Sales Professional, Dynamics 365 Customer Service Professional, Dynamics 365 Team Members, Dynamics 365 Operations – Activity, Dynamics 365 Human Resources Self Service, Dynamics 365 Business Central Team Members

²Dynamics 365 Sales Enterprise, Dynamics 365 Sales Premium, Dynamics 365 Customer Service Enterprise, Dynamics 365 Customer Service Premium, Dynamics 365 Field Service, Dynamics 365 Finance, Dynamics 365 Finance Premium, Dynamics 365 Supply Chain Management, Dynamics 365 Supply Chain Management Premium, Dynamics 365 Project Operations, Dynamics 365 Commerce, Dynamics 365 Human Resources, Dynamics 365 Business Central, Dynamics 365 Intelligent Order Management

Summary of Power Pages

Plans	Capabilities	Power Pages subscriptions		Power Pages pay-as-you-go meters		Power Pages use rights included with:		
		RECOMMENDED MOTION Power Pages Authenticated users Tier 3 (100k+ users) \$50 for 100 users/month*	RECOMMENDED MOTION Power Pages Anonymous users Tier 3 (100k+ users) \$25 for 500 users/month*	Power Pages Authenticated user meter ¹ \$4 per user	Power Pages Anonymous user meter ¹ \$0.30 per user	Power Apps per app	Power Apps Premium	Select Dynamics 365 licenses
Power Pages	Create, access, host and administer websites	●	●	●	●	1 app or website	●	Within same environment as licensed D365 app
	Secure access authentication	●		●	●			
Power Platform connectors	Standard connectors	●	●	●	●	●	●	●
	Premium and custom connectors	●	●	●	●	●	●	●
Dataverse	Full Dataverse access	●	●			●	●	●
	Create and access custom tables and complex tables ²	●	●			●	●	●
	Dataverse Database capacity (Accrued)	2 GB ³	500 MB ³			50 MB ⁴	250 MB ⁴	●
	Dataverse File capacity (Accrued)	16 GB ³	4 GB ³			400 MB ⁴	2 GB ⁴	
	Dataverse Log capacity (Accrued)	1 GB ³	250 MB ³					
Managed Environments	Admin and governance at scale	● ⁵	● ⁵			●	●	● ⁵

¹ Environments that are configured to use Power Platform pay-as-you-go, receive a one-time entitlement of 1 GB of Dataverse Database capacity and 1 GB of Dataverse File capacity per environment. Additional Dataverse Database, Dataverse File and Dataverse Log subscription capacity can be purchased in increments of 1 GB.

² For Power Pages use rights with restricted tables and exceptions for case tables, see Restricted tables requiring Dynamics 365 licenses.

³ Per capacity pack

⁴ Per license capacity

⁵ Please see [Managed Environments](#) for licensing details.

*Billed annually

AI Builder

Service overview

AI Builder helps empower everyone, regardless of their technical experience, to work with Artificial Intelligence (AI). This solution helps businesses to easily add AI capabilities to both apps and business processes. AI Builder supports various scenarios such as predictions, business card reader, and many more. For more information on AI Builder, please visit [AI Builder licensing](#).

This section is focused on AI Builder actions performed in Power Apps or Power Automate contexts. When using AI Builder Prompts in Copilot Studio agents, the rules expressed in the Copilot Studio section of this licensing guide apply, and prompts consume Copilot Studio messages, not AI Builder service credits.

Licensing overview

AI Builder is licensed on a monthly capacity basis via the AI Builder capacity add-on. This capacity is expressed in the form of "service credits." Service credits serve as the single, common currency across all capabilities supported by AI Builder. Qualifying prerequisites for the AI Builder add-on include Power Apps Premium, Power Apps per app, Power Automate Premium, Power Automate Process, Power Automate Hosted Process, Power Automate unattended RPA add-on, Dynamics 365 Finance and Dynamics 365 Premium subscription licenses. Multiple AI Builder capacity add-ons can be applied against a single qualifying prerequisite license.

The AI Builder capacity add-on is offered via capacity packs with tiered pricing. Each capacity pack includes 1 million service credits per month. Service credits are pooled across the tenant and available service credits are deducted when AI Builder services are used; (e.g., If a customer requires 4.7 million service credits per month based on anticipated usage, they should purchase 5 capacity packs.)

Different capabilities, for example, forms processing, prediction, burn down service credits at different rates. (See the AI Builder rate card for details). Customers should purchase the appropriate number of AI Builder capacity packs based on anticipated usage across all scenarios.

AI Builder capacity packs

(1 capacity pack includes 1 million service credits per month.)

Capacity Pack Tiers	AI Builder add-on SKU Names	Capacity Packs Minimum Purchase	Capacity pack price/month
Tier 1	AI Builder Capacity T1 add-on	1 capacity pack	\$500/capacity pack*
Tier 2	AI Builder Capacity T2 add-on	10 capacity packs	\$375/capacity pack*
Tier 3	AI Builder Capacity T3 add-on	50 capacity packs	\$250/capacity pack*

- Purchased service credits can be used from AI Builder models included within Power Automate, Power Apps and Dynamics 365 applications.
- Service credits are deducted/consumed for both training and production usage.

*Billed annually

AI Builder rate card

Each AI builder capability consumes service credits at different rates. AI Builder Capacity add-on capacity packs should be purchased based on the anticipated usage of various AI Builder capabilities. Administrators can download an Excel capacity consumption report for the tenant [here](#).

Capability	Operation	Type	Service Credit Consumption Rate	\$ Equivalent Price per Operation* ¹
AI prompts, Create text with GPT 4o Mini	Real-time Prediction	Prebuilt	1 credit / 1k input tokens ² 3 credits / 1k output tokens ²	\$0.0005 / 1k input tokens \$0.0015 / 1k output tokens
AI prompts, Create text with GPT 4o	Real-time Prediction	Prebuilt	20 credits / 1k input tokens ² 60 credits / 1k output tokens ²	\$0.01 / 1k input tokens \$0.03 / 1k output tokens
AI prompts, Create text with GPT o1	Real-time Prediction	Prebuilt	160 credits / 1k input tokens ² 640 credits / 1k output tokens ²	\$0.08 / 1k input tokens \$0.32 / 1k output tokens
Document processing	Training	Custom	Free	
	Real-time Prediction	Custom	100 credits / Page	\$0.05 / Page
Receipt, Invoice, Identity document or Business card analysis	Real-time Prediction	Prebuilt	32 credits / Page	\$0.016 / Page
Text translation	Real-time Prediction	Prebuilt	22 credits / 1k chars	\$0.011 / 1k chars
Text analysis Sentiment analysis, Language detection, Key phrase extraction	Real-time Prediction	Prebuilt	2 credits / 1k chars	\$0.001 / 1k chars
Text analysis Category classification, Entity extraction	Training	Custom	Free	
	Real-time Prediction	Custom	20 credits / 1k chars	\$0.01 / 1k chars
	Real-time Prediction	Prebuilt	20 credits / 1k chars	\$0.01 / 1k chars
Text recognition (OCR)	Real-time Prediction	Prebuilt	3 credits / Image	\$0.0015 / Image
Image classification	Training	Custom	Free (performed on-premises)	
	Real-time Prediction	Custom	4 credits / Image	\$0.002 / Image
Object detection	Training	Custom	Standard: 10 credits / Image Domains: 160 credits / Image for first 500 images, then 10 credits / Image	Standard: \$0.005 / Image Domains: \$0.08 / Image for first 500 images, then \$0.005 / Image
	Real-time Prediction	Custom	8 credits / Image (standard and domains)	\$0.004 / Image
Prediction	Training	Custom	Free	
	Scheduled Prediction	Custom	1 credit / 5 rows	\$0.0005 / 5 rows
	Real-time Prediction	Custom	10 credits / 1 row	\$0.005 / 1 row

¹ Disclaimer: Pricing based on Tier 1 pricing. \$ Equivalent price per operation shown only for guidance based on List Price.

² For common English text, 1000 tokens = ~700 words. Input tokens include both customer and system prompts.

*Billed annually

Capacity enforcement

For AI Builder capacity add-on SKUs, purchased capacity is enforced monthly and unused service credits do not carry over month to month.

Overage handling

While occasional and reasonable overages will be tolerated, customers exceeding purchased capacity should adjust their purchase quantity per standard Microsoft terms to remain in compliance. In case of credit overuse, Edit and Creation of AI Builder models will be blocked while in overage. For AI Builder models used in flows and apps, more stringent technical enforcement (including service denial) will result for usage that is significantly over the purchased capacity.

Comprehensive monitoring, reporting, and alerting mechanisms will be instituted to assist customers with managing AI Builder capacity.

Assignment of purchased capacity

Assignment of purchased capacity to appropriate Power Automate, Power Apps applications and Dynamics 365 workloads is managed in product. Assignment helps ensure capacity for critical AI models. The minimum capacity to be assigned is 1 service credit.

Dataverse

Dataverse default and accrued subscription capacity entitlements

Power Apps, Power Automate, Copilot Studio and Power Pages default subscription capacities leverage the same tenant and infrastructure and will accrue across one tenant. Every tenant with a Power Apps, Power Automate, Copilot Studio or Power Pages license receives default capacity. In addition, for each Power Apps Premium, Power Apps per app, Power Automate Premium, Power Automate Process, Power Automate Process Mining and Power Pages license there is additional accrued capacity added to the tenant. For Dataverse for Teams capacity and service limits, please refer to the documentation [here](#).

Power Apps capacity per tenant	Default Premium	Default Per app	Accrued Premium	Accrued Per app
Dataverse Database capacity	10 GB	5 GB	250 MB	50 MB
Dataverse File capacity	20 GB	20 GB	2 GB	400 MB
Dataverse Log capacity	2 GB	2 GB		

Power Automate capacity per tenant	Default Premium	Default Per user	Default Process	Default per flow	Accrued Premium	Accrued per user	Accrued Process	Accrued Per flow	Accrued Process Mining
Dataverse Database capacity	10 GB	10 GB	5 GB	5 GB	250 MB	250 MB	50 MB	50 MB	2 GB
Dataverse File capacity	20 GB	20 GB	2 GB	2 GB	2 GB	2 GB	200 MB	200 MB	1 TB
Dataverse Log capacity	2 GB	2 GB	200 MB	200 MB					

Note, customers may have as many flows as needed with Power Automate Process and Power Automate per flow. Each flow will increase capacity limits.

Copilot Studio capacity per tenant	Default per tenant
Dataverse Database capacity	5 GB
Dataverse File capacity	20 GB
Dataverse Log capacity	2 GB

Power Pages capacity	(Authenticated) Default per tenant	(Anonymous) Default per tenant	Accrued per Authenticated user capacity pack	Accrued per Anonymous user capacity pack
Dataverse Database capacity	5 GB	5 GB	2 GB	500 MB
Dataverse File capacity			16 GB	4 GB
Dataverse Log capacity	2 GB	2 GB	1 GB	250 MB

Power Apps, Power Automate, Copilot Studio, Power Pages and Dynamics 365 Sales, Customer Service, and Field Service applications leverage the same tenant and infrastructure. Dataverse capacity (Dataverse Database, Dataverse File, and Dataverse Log) is accrued across the tenant and shared amongst relevant application workloads.

There are additional Microsoft subscriptions beyond Power Platform that grant Dataverse capacity entitlements. Please see [this page](#) for details related to Project for the web, as well as the [Dynamics 365 Licensing Guide](#) for information related to other entitlements.

Dataverse allows integration with Outlook and SharePoint.

Dataverse capacity types and purposes

Dataverse	Purposes
Database	Stores and manages table definitions and data
File	Stores attachments to notes or emails in Dynamics 365 Sales, Customer Service, and Field Service applications and Power Apps. These include documents, image files, videos, PDF files and other crucial files needed in an organization.
Log	Records table and column data changes over time for use in analysis and reporting purposes. Log capacity is designed to help organizations meet their auditing, compliance, and governance policies.

The first Power Apps OR Power Automate OR Copilot Studio OR Power Pages OR Dynamics 365 Sales, Customer Service, and Field Service subscription provides the one-time default capacity entitlement for the tenant. For example, if a new customer purchases Power Apps Premium, the tenant will receive 10 GB of default Dataverse Database capacity. Additional subscriptions do not add to the tenant's default capacity.

When additional subscriptions are added to the tenant, additional Dataverse capacity may *accrue* to the tenant. *Example: Assume that a new customer purchases 10 Power Apps Premium licenses and 20 Power Apps per app licenses. The total tenant wide pooled capacity will be as follows (note 1 GB = 1,024MB):*

Default and Accrued Capacity Allocation	Default/ tenant	Accrued/10 Enterprise USL	Total Tenant wide capacity
Dataverse Database capacity	10 GB	$10 \times 250\text{MB} + 20 \times 50\text{MB} = 3.5\text{GB}$	$10\text{GB} + 3.5\text{GB} = 13.5\text{GB}$
Dataverse File capacity	20 GB	$10 \times 2\text{GB} + 20 \times 400\text{MB} = 28\text{GB}$	$20\text{GB} + 28\text{GB} = 48\text{GB}$
Dataverse Log capacity	2 GB	NA	2GB

Dataverse capacity add-ons

Apps, flows, bots or websites utilizing Dataverse will consume varying quantities of Dataverse Database capacity, Dataverse File capacity, and Dataverse Log capacity. Additional capacity is available through the Dataverse capacity add-ons.

Subscription Capacity/tenant	Additional Increment	Minimum Quantity	Pricing*
Dataverse Database capacity add-on	1 GB	1	\$40/month
Dataverse Database capacity Tier 2 add-on	1 GB	1,000	\$30/month
Dataverse File capacity add-on	1 GB	1	\$2/month
Dataverse Log capacity add-on	1 GB	1	\$10/month

*Billed annually

Please note that Dataverse capacity add-ons do not apply to Dataverse for Teams scenarios (i.e., when a Dataverse for Teams environment reaches its limit, customers need to step up to full Power Apps, Power Automate, Copilot Studio or Power Pages licenses for additional capacity).

Dataverse default capacity for Power Platform pay-as-you-go environments

Dataverse default capacity

Environments configured to use Power Platform pay-as-you-go, receive a one-time entitlement of 1 GB of Dataverse Database and 1 GB of Dataverse File capacity per environment. These entitlements do not change based on the number of users using apps or custom websites in an environment. These pay-as-you-go environments do not consume tenant-wide Dataverse capacity. More information available [here](#).

Pay-as-you-go environments	Included per pay-as-you-go environment
Dataverse Database capacity	1 GB
Dataverse File capacity	1 GB
Dataverse Log capacity	N/A

Dataverse capacity meters

With a pay-as-you-go enabled environment, Dataverse capacity meters can be used to [pay-as-you-go](#) for Dataverse usage as alternatives to the existing subscription capacity add-ons for overages. Dataverse pay-as-you-go capacity is billed based on the amount of capacity used in the environment, beyond the 1 GB Dataverse Database capacity and 1 GB Dataverse File capacity entitlements per environment. No capacity is allocated for Dataverse Logs. (Fractional usage is calculated to 2 decimal places in local currencies.)

Meter definition: Amount of capacity used in the environment beyond any entitled amounts (1 GB database capacity and 1 GB of file capacity per environment).

Dataverse Capacity/environment	Additional Increment	Pricing
Dataverse Database capacity	1 GB	\$48/month
Dataverse File capacity	1 GB	\$2.40/month
Dataverse Log capacity	1 GB	\$12/month

Managed Environments

Managed Environments is included with the following Power Platform standalone¹ licenses and pay-as-you-go meters.

- Power Apps and Power Automate standalone licenses
- Copilot Studio standalone license
- Power Apps per app pay-as-you-go meter² and Copilot Studio pay-as-you-go meter
- Copilot Studio for Microsoft 365 Copilot license (only for features related to Copilot Studio)
- Dynamics 365 Premium, Enterprise, and Team Members standalone licenses

Once enabled, all active usage in the environment will require one of these standalone licenses or pay-as-you-go meters. Please review [Power Platform Managed Environments](#) for details.

¹ Standalone licenses refers to full Power Apps, Power Automate and Copilot Studio licenses and does not include the limited Power Apps and Power Automate use rights the come with select Dynamics 365 licenses.

² The Power Apps per app pay-as-you-go meter satisfies the prerequisite that all active Power Apps usage in the environment requires standalone licenses or meters. However, this meter covers Power Apps usage only; any Power Automate flow usage must be covered by standalone Power Automate licenses.

Additional Resources

Multiplexing

Microsoft's Multiplexing rules protect against customers looking for ways to purchase fewer licenses than would otherwise be required to access a software or service. "Multiplexing" refers to the use of hardware or software to pool connections, reroute or indirectly access information, and/or reduce the number of devices or users that directly access or use a product. The most common form of Multiplexing is often thought of as "connection pooling" where many users are accessing an application through a single contact point. As technology in the world has advanced, there are many other forms of Multiplexing that have emerged, such as automated processes to migrate data, accessing applications indirectly, and more.

Multiplexing does not reduce the number of subscription licenses of any type required to access the Power Platform services. Any user or device that inputs data into, queries, views data from or otherwise accesses Power Apps, Power Automate, Copilot Studio and Power Pages apps, directly or indirectly must be properly licensed. The number of tiers of hardware or software between Power Platform apps and the users or devices that ultimately use Power Platform indirectly does not affect the number of User SLs required. For additional information about multiplexing refer to the [Microsoft Multiplexing Overview](#).

Licensing Requirements for External Users

External users must be appropriately licensed to access Power Platform services and data. External Users means users that are not (a) employees of Customer or its Affiliates, (b) contractors or agents that typically work for Customer or its Affiliates for more than 30 hours on average per week, or (c) contractors or agents that typically work onsite for Customer or its Affiliates on each working day.

Applicable licensing includes:

- An appropriate Power Platform User SL
- Power Pages Authenticated or Anonymous users/website capacity licenses
- Accessing via Power Automate per flow or Power Automate Process licenses
- Limited capabilities included with Dynamics 365, Microsoft/Office 365, or Windows licenses (See summary of Power Apps, Power Automate, Copilot Studio and Power Pages tables in this guide for details.)

Users must be appropriately licensed whether they are accessing directly or indirectly per multiplexing guidelines. Information on external guest user access is available [here](#).

Trials and Implementation

Sign-up for a free trial of

- Power Apps [here](#)
- Power Pages [here](#)
- Power Automate [here](#)
- Copilot Studio [here](#)
- AI Builder [here](#)

Development and Testing

The free Developer Plan is intended for individual use allowing developers to learn and build skills on Power Apps, Power Automate and Dataverse. To learn more, click [here](#).

Pricing

Power Apps, Power Automate, Copilot Studio and Power Pages pricing information is located here:

- [Power Apps](#)
- [Power Automate](#)
- [Copilot Studio](#)
- [Power Pages](#)

Power Platform Service Support

Support Plans

The benefits included in the [Subscription Support Plan](#) are applicable for customers who license Power Platform solutions via MOSP, EA, MPSA, EAS, and EES. Learn more about Power Apps, Power Automate, Copilot Studio, Power Pages, and Dynamics 365 support [options](#):

- [Professional Direct Support for Dynamics 365 and Power Platform](#)
- [Unified Support](#) (for enterprise solutions)

SKU Name	Description	Price/month*	Licensed
Professional Direct Support for Dynamics 365 and Power Platform	ProDirect Support Subs Per User for D365 and Power Platform	\$9	User

Customer must acquire enough Professional Direct Support licenses to cover each Power Platform and Dynamics 365 license on its agreement, up to a maximum of 250 licenses.

*Billed annually

Appendix A: Terminology

Administration: Administration is critical in order to establish boundaries and policies around the use of Power Apps in organizations.

- Manage environments – space to store, and manage, and share data, apps, and flows
- Data policies – create and enforce policies that define how data can be shared

App (definition of Power Apps per app): An “app” is a combination of Power Platform assets that solves a specific business scenario.

Application Program Interface (API): Any form of application programming interface that provides access to a Microsoft service and any associated tools, including sample code that enables interactions with Microsoft's services, and documentation that Microsoft makes available under these TOU, and includes all elements, components, and executables of such API.

Connector: It provides a way for users to connect their business data and leverage a set of pre-built actions and triggers to build their applications and workflows. Examples of connections: Dataverse (formerly Common Data Service), SharePoint, SQL, OneDrive, Excel, Dynamics 365.

- **Standard Connector:** Data sources within the Microsoft 365 ecosystem. Examples: Excel, Outlook, SharePoint, LinkedIn. A list of standard connectors is located [here](#).
- **Premium Connector:** Business systems beyond Microsoft 365. Examples: DocuSign, Zendesk, Jira Software.
- **Custom Connector:** To support more tailored scenarios, users can build custom connectors with their own triggers and actions. These connectors are function-based; data is returned based on calling specific functions in the underlying service. **Example:** Services that are not available as prebuilt connectors.
- **On-premises Connector:** Accesses on-premises data using a gateway. **Example:** Microsoft SQL Server.

CRUD: Create, read, update, and delete operations.

Copilot: Copilot is an intelligent assistant that uses generative AI and LLMs to assist humans with complex cognitive tasks. This term can be used in reference to Microsoft Copilot (an umbrella term for AI assistants that sit within Microsoft product experiences) or custom-built copilots external to the Microsoft brand.

Dataverse (formerly Common Data Service): Dataverse lets you store and manage data that is used by business applications.

Dataverse for Teams, built atop Dataverse, delivers a built-in low code data platform for Microsoft Teams, and provides relational data storage, rich data types, enterprise grade governance, and one-click solution deployment.

Dataverse is designed to be used in any application (not just Teams) and includes additional security features such as auditing, sharing, column level and hierarchical security. For a detailed comparison on Dataverse for Teams and Dataverse capabilities, please refer to the public documentation [here](#).

Desktop flow: A feature in Power Automate targeting the RPA market by enabling legacy apps to be automated via GUI vs API.

- Processes executed via desktop flows can be contained within a broader API-based automation scenario or exist standalone.

Flow (definition of flow within app context): For both triggers and actions, flows included within an embedding application can connect:

- To any data source within the use rights of the embedding application
- Directly with the embedding application (via built in trigger/action)

Generative AI: Generative AI broadly describes AI models that can produce human-like content in the form of text, images, code and other types of media or data in response to a user-entered prompt.

Generative AI applications are built on top of large language models (LLMs) and foundation models.

- Large language models (LLM) is a type of AI model that is trained on massive datasets. LLMs are a subset of generative AI. LLMs can be used for understanding natural language and generating content like text (ex: GPT-4o).

- **Foundation models** are large ML models pre-trained with the intention that they are to be fine-tuned for more specific language understanding and generation tasks. These models are utilized to discern patterns within the input data.

After these models have completed their learning processes, together they generate statistically probable outputs when prompted and they can be employed to accomplish various tasks, including:

- Image generation based on existing ones or utilizing the style of one image to modify or create a new one.
- Speech tasks such as transcription, translation, question/answer generation, and interpretation of the intent or meaning of text.

GPTs: Generative Pretrained Transformers (GPTs) are custom versions of GPT models that can be tailored to specific areas, tasks or personas using specific instructions, knowledge and any combination of skills.

Connectors: In Power Platform, connectors mean the 1200+ prebuild data connectors to LOB to use within Power Platform solutions. These can be used within plugins when being used with Copilot for M365.

Microsoft Graph Connectors are IT administrator-enabled connectors that allow you to search and surface data from third-party sources in intelligent Microsoft experiences like Microsoft Copilot for M365.

RAG Retrieval-Retrieval-Augmented Generation (RAG) is a process that enables AI models to retrieve relevant information from a knowledge source and incorporate it into generated text.

Robotic Process Automation (RPA): A market for process automation that encompasses the use of an application's graphical user interface (GUI), where a user records a series of steps/actions/tasks for the automation technology to then perform as a process by repeating directly in the GUI.

RPA robot or "bot": A GUI-based process running on a desktop or virtualized environment.

- **Attended bot:** Triggered by an explicit user action on their workstation, i.e., a local or remote desktop
 - Must operate concurrently with the user on the same workstation
 - Can run more than one discrete process, but each process must be serialized to run sequentially
- **Unattended bot:** Runs autonomously without requiring user actuation
 - Can be deployed on a local or remote desktop, or other virtualized environment
 - Can run more than one discrete process, but each process must be serialized to run sequentially
 - Concurrent instances of a singular process require an additional unattended bot for each instance

Tables: A set of records used to store data. Tables let users model business data for use within an organization's business applications. Examples of tables: Account, Contact, Lead, Opportunity.

- **Standard tables:** Dataverse provides business tables, out of the box, which represent most commonly used tables across business applications. **Examples:** Account, Appointment, Contact, Email, etc.
- **Custom tables:** Tables that are created by the customer/partner for a specific business need. For example, type of machine is not a standard table, so it can be created as a custom table.
- **Restricted tables:** Tables that requires a Dynamics 365 license for full access. Examples: Case, SAL, Knowledge Articles. For list of restricted tables click [here](#).
- **Complex tables:** These are tables that use complex server-side business logic. Any table (whether standard or custom) becomes complex once the customer/partner associates the table with the custom business logic. Example: any table that uses a real-time workflow or code plug-in.

Workflows:

- **Background workflows:** Task automation across systems and services. Runs in the background.
- **Real-time workflows:** Task automation across systems and services. Runs in a real time manner.
- **Business process flows:** Structured stateful human interactive workflows which are composed of multiple steps, allows branching/stage gating, and includes process KPIs and reporting.

Appendix B: Dynamics 365, Microsoft/Office 365, and Windows licenses that include Power Platform capabilities

Dynamics 365

Qualifying License	Limited Use Rights Included with Qualifying License		
	Power Apps	Power Automate	Power Pages
Dynamics 365 Business Central Premium	○	○	○
Dynamics 365 Business Central Team Members		○	
Dynamics 365 Commerce	○	○	○
Dynamics 365 Contact Center	○	○	○
Dynamics 365 Customer Service Premium	○	○	○
Dynamics 365 Customer Service Enterprise	○	○	○
Dynamics 365 Customer Service Professional		○	
Dynamics 365 Field Service Enterprise	○	○	○
Dynamics 365 Finance	○	○	○
Dynamics 365 Finance Premium	○	○	○
Dynamics 365 Human Resources	○	○	○
Dynamics 365 Intelligent Order Management	○	○	○
Dynamics 365 Operations – Activity		○	
Dynamics 365 Project Operations	○	○	○
Dynamics 365 Sales Premium	○	○	○
Dynamics 365 Sales Enterprise	○	○	○
Dynamics 365 Sales Professional		○	
Dynamics 365 Supply Chain Management	○	○	○
Dynamics 365 Supply Chain Management Premium	○	○	○
Dynamics 365 Team Members		○	

Microsoft 365*, Office 365, and Windows

Qualifying License	Limited Use Rights Included with Qualifying License				
	Power Apps	Power Automate		Microsoft Copilot Studio for Teams	Dataverse for Teams
		Cloud flows	Desktop flows		
Office 365 E1	○	○		○	○
Office 365 E3	○	○		○	○
Office 365 E5	○	○		○	○
Office 365 F3	○	○		○	○
M365 Business Basic	○	○		○	○
M365 Business Standard	○	○		○	○
M365 Business Premium	○	○	○	○	○
Microsoft 365 F1					
Microsoft 365 F3	○	○	○	○	○
Microsoft 365 E3	○	○	○	○	○
Microsoft 365 E5	○	○	○	○	○
Windows 10 Pro			○		
Windows Enterprise E3			○		
Windows Enterprise E5			○		
Office 365 A1	○	○			
Office 365 A3 ¹	○	○		○	○
Office 365 A5 ¹	○	○		○	○
Microsoft 365 A1 ²	○	○			
Microsoft 365 A3 ¹	○	○	○	○	○
Microsoft 365 A5 ¹	○	○	○	○	○
Windows Education A3 ¹			○		
Windows Education A5 ¹			○		

¹Also included in Student Use Benefit

²Included via accompanying Office 365 A1

*Microsoft 365 is governed by the License Terms of the individual products and services comprising Microsoft 365, as modified by the License Terms in the Microsoft 365 Product Entry. For more information on Microsoft 365 and Office 365 Suites licensing channels and segment availability, refer to the [Product Terms](#).

Appendix C: Change Log

Page(s)	Topic	Change	Action	Date
19-20	Copilot Studio	New	Agent actions	April 2025
19-20	Copilot Studio and AI Builder	New	Text and Generative AI Tools	April 2025
27	AI Builder	New	AI prompts, Create text with GPT o1	April 2025
19-20	Copilot Studio and Power Automate	New	Agent flow actions for agent flows	April 2025
19	Copilot Studio	Update	Tenant graph grounding for messages billing rate updated from 30 messages to 10 messages	April 2025
19, 21	Copilot Studio	Update	Zero rating: for Microsoft 365 Copilot Users	April 2025
7, 17, 21	Copilot Studio	Update	Power Automate entitlements included with Copilot Studio message pack licenses	April 2025
7, 21, 30	Managed Environments	New	Copilot Studio for M365 Copilot now features Managed Environments	March 2025
19	Microsoft Copilot Studio	New	Tenant Graph Grounding for Messages	February 2025
7, 18-19	Microsoft Copilot Studio	New	Pay-as-you-go meter	December 2024
19, 20	Microsoft Copilot Studio	New	Agents	December 2024
26	AI Builder	New	AI prompts, Create text with GPT 4o Mini	December 2024
26	AI Builder	Clarified	Rate card update: Input tokens include both customer and system prompts.	November 2024
7, 19, 20	Copilot for Microsoft 365	Update	Rebranded as Microsoft 365 Copilot	October 2024
26	AI Builder	Update	AI prompts, Create text with GPT 4o	October 2024
Various	Managed Environments	Update	Dynamics 365 Enterprise and Team Members eligibility	September 2024
28	Dataverse	Clarified	Pricing for Dataverse capacity add-ons and Dataverse capacity meters added	August 2024
28	Dataverse	New	Dataverse capacity Tier 2 add-on	July 2024
Various	Managed Environments	Update	Dynamics 365 Professional and Dynamics 365 Team Members eligible for Managed Environments	July 2024
25	AI Builder	Update	Rate card: AI Prompts, create text with GPT 3.5 updated from \$0.008/1k tokens to \$0.003/1k tokens	June 2024
25	AI Builder	Update	Rate card: Object detection updated from \$0.01/Image to \$0.005/Image	June 2024
8, 23, 27	Power Pages	Update	Dataverse Log capacity (Accrued) added	June 2024
12-14, 17	Power Automate Hosted Process	New	Full license replaces Hosted RPA add-on	May 2024
Various	Power Apps/Automate use rights w/M/O365	Update	Renamed Power Apps Basic and Power Automate Basic	April 2024
19-20	Copilot Studio	New	Copilot Studio in Copilot for Microsoft 365	February 2024
7, 18-20	Microsoft Copilot Studio	New	Formerly Power Virtual Agents	December 2023
Various	Power Automate	Clarified	Entitlement per tenant/environment	October 2023
7,14	Power Automate	New	Power Automate Process	August 2023
7,13	Power Automate	Rebranded	Power Automate per user w/attended RPA renamed to Power Automate Premium	August 2023

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