

Microsoft Copilot Studio Licensing Guide



June 2025

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Using This Guide

Use this guide to understand licensing for Microsoft Copilot Studio, Copilot Studio agents, and related agent solutions across Power Platform, Microsoft 365 and Dynamics 365.

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

- 1) How to Buy Copilot Studio
- 2) Microsoft Copilot Studio Licensing
- 3) Additional Resources
- 4) Change Log

This guide does not supersede or replace any of the legal documentation covering use rights.

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 a [Microsoft Certified Partner](#).

For more information on Copilot Studio product and program licensing visit the [Microsoft Central Licensing Hub](#). Customers in the United States, can contact Microsoft Sales directly at (800) 642-7676. For international queries, refer to the list of Microsoft Customer Service phone numbers available [here](#).

All pricing is USD ERP and subject to change. All subscription pricing is listed per month, billed annually. Please see Pricing | Microsoft Copilot Studio for actual pricing.

What's new in this licensing guide

See the Change log in Appendix E, for minor changes effective June 2025.

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

How to Buy Copilot Studio

As users interact with Copilot Studio agents, or agents perform tasks on behalf of users, they consume Copilot Studio messages. Copilot Studio messages are the common currency across Copilot Studio capabilities and are available via the Copilot Studio pay-as-you-go meter and the Copilot Studio message pack subscription license. It is strongly recommended that customers who choose the message pack subscription license also set up the Copilot Studio pay-as-you-go meter in case of any overages.

1. Copilot Studio pay-as-you-go meter

The Copilot Studio pay-as-you-go meter enables customers to post-pay based on the number of messages consumed in a billing month. This meter allows for flexibility, scalability and seasonality with no interruptions due to overages. [Set up the Copilot Studio pay-as-you-go meter.](#)

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

2. Microsoft Copilot Studio message pack subscription license

Copilot Studio messages are also offered through the Copilot Studio message pack subscription license. Message packs should be purchased for the anticipated number of messages that will be consumed by the tenant in a month.

Capacity: 1 message pack = 25,000 messages

There are three ways to buy Microsoft Copilot Studio.

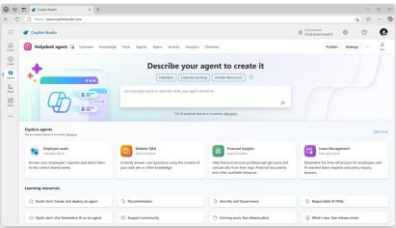
- **Microsoft Partners**
For customers in need of a fully-managed and tailored Copilot Studio solution, [connect with a partner](#).
- **Microsoft Sales**
For customers who want to learn more about Copilot Studio, discuss use cases or get pricing information, reach out to [Microsoft Sales](#) or call Microsoft Sales at (800) 642-7676.
- **Microsoft Online**
The Microsoft Copilot Studio message pack subscription can be set up [here](#).
The Microsoft Copilot Studio pay-as-you-go meter can be set up [here](#).

This table outlines the three primary purchasing channels, all offering flexible subscription lengths and support models.

Overview of purchasing options			
	Microsoft Partners	Microsoft Sales	Microsoft Online
Subscription length	Monthly / Annual / Multi-Year	Monthly / Annual / Multi-Year	Monthly / Annual / Multi-Year
Customer support	Industry specific	Account specific	Product specific
Eligibility	All customers	Managed accounts	All customers
Implementation	Customized support	Upon request	Independently managed
Scale	Department / Enterprise-wide	Enterprise-wide	Department / Enterprise-wide

[Learn more](#) about how to buy from Microsoft.

Microsoft Copilot Studio



Service Overview

Copilot Studio is a comprehensive conversational AI platform that empowers users to build, customize and deploy agents using natural language or a graphical interface. With Copilot Studio, users can easily design, test, and publish agents tailored to 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 provides the ability to create and run agents. As users interact with Copilot Studio agents or agents perform tasks on behalf of users, they consume Copilot Studio messages. Copilot Studio messages are the common currency across Copilot Studio capabilities and are available via the Copilot Studio pay-as-you-go meter and Copilot Studio message pack subscription.

Additionally, limited Copilot Studio use rights are included with Microsoft 365 Copilot and Microsoft 365 Copilot Chat licenses. For a detailed breakdown of these entitlements, please refer to the summary of Summary of Copilot Studio table in this guide for details.

Billed Messages

Messages are a measure of the time and effort required for an agent to retrieve information and respond to 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.

1. Copilot Studio pay-as-you-go meter

The Copilot Studio pay-as-you-go meter enables organizations to post-pay based on the actual number of messages consumed by agents in a billing month. No up-front license commitment is required, allowing organizations to scale usage and ensure business continuity for mission critical business processes with flexibility, scalability, seasonality and no interruptions due to overages.

- **Pricing:** \$0.01/message
- **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 Meter Offer Summary	
SKU Name	Copilot Studio pay-as-you-go
License type	Per environment via billing plan
Meter name	Copilot Studio pay-as-you-go messages

- **Building and Managing agents:** A Copilot Studio Author role is required for users to build and manage agents when Copilot Studio is licensed via pay-as-you-go. To grant access, navigate to Settings and update the Copilot Author setting in the [Power Platform Admin Center](#). There, you can assign a security group, and only members of that group have access to Copilot Studio.
 - **Role required:** Copilot Studio Author role
 - **Pricing:** \$0

2. Copilot Studio message pack subscriptions

Copilot Studio messages are also offered through the Copilot Studio message pack subscription license. Message packs should be purchased for the anticipated number of messages that will be consumed by the tenant in a month.

- **Pricing:** \$200 per pack/month
- **Capacity:** 1 message pack = 25,000 messages
For additional capacity, it is recommended to [sign up](#) for the pay-as-you-go meter ensure business continuity. Message consumption won't be counted against the pay-as-you-go meter until customers have exhausted message pack entitlements.

Copilot Studio Message Pack Subscription Offer Summary	
SKU Name	Copilot Studio
License type	Per Tenant
1 Message Pack	25,000 messages per month

- **Building and Managing agents:** 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.
 - **License required:** Copilot Studio User License
 - **Pricing:** \$0
 - **Recommendation:** Acquire the tenant license and user licenses as a single transaction to simplify onboarding to Copilot Studio.

Copilot Studio Billing Rates (Agent Activity)

	Orchestration Mode	M365 Copilot Users ¹	Copilot Chat Users	Non-Authenticated Users
		Agents published on Microsoft 365 apps and services		Agents published on non-Microsoft 365 apps and services
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

1. 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.)
2. Use of Declarative Agents grounded in web data is free on Microsoft 365 Copilot Chat.
3. 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 Answers) 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.
4. Generative answers, tenant graph grounding for messages, web-grounded answers and agent actions can be used by both declarative agents and custom engine agents.

Copilot Studio Billing Rates (AI Tools)

	Orchestration Mode	M365 Copilot Users ¹	Copilot Chat Users	Non-Authenticated Users
		Agents published on Microsoft 365 apps and services		Agents published on non-Microsoft 365 apps and services
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 response ¹)	Classic & Generative	1message	1 message	1 message
Standard (Message rate per 10 response ¹)	Classic & Generative	15 messages	15 messages	15 messages
Premium (Message rate per 10 response ¹)	Classic & Generative	100 messages	100 messages	100 messages
Content processing tools (Message rate per page) Specialized tools to extract data from documents with prebuilt or custom models or perform object detection from images. These tools are only available in agent flows.	Classic only	8 messages	8 messages	8 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

- Using a prompt in an agent generates a Text & generative AI Tools event. An agent can use prompts within a topic or an action. 1 response = 1,000 tokens for LLM models, 1 image for image processing, 1 page for content processing, 1,000 characters for text processing and 1 row when processing rows for prediction. Billing will be prorated to the exact number of responses. Refer to the Text & Generative AI Tools section of this guide for more information on AI Tools and feature mapping.

Orchestration Mode

Orchestration refers to the process of coordinating various components like topics, actions, and knowledge to create a seamless and coherent user experience. Agents can be configured to use either generative orchestration or classic orchestration.

- Generative orchestration:** With generative orchestration enabled, the agent uses LLM based engines to automatically select the most appropriate actions or topics or search across knowledge sources, to respond to queries or event triggers.
Note: Generative orchestration can be switched on by selecting the "Generative" radio button in the generative AI tab of the settings page.
- Classic orchestration:** With classic orchestration, the agent responds by selecting the topic with trigger phrases that best match the user's query. (In classic orchestration mode, generative orchestration is disabled.)

Summary of Copilot Studio

	Microsoft Copilot Studio pay-as-you-go meter	Microsoft Copilot Studio message pack subscription	Copilot Studio use rights with Microsoft 365 Copilot
Plans	RECOMMENDED MOTION Copilot Studio \$0.01 per message	Copilot Studio \$200 per message pack/month*	Copilot Studio in Microsoft 365 Copilot \$30 per user/month*
Included Messages ¹	Pay-as-you-go ²	25,000 Messages ³	Unlimited ⁴
Generative AI	●	●	Limited ⁴
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 ⁵
Power Automate cloud flows as actions in agents		● ⁶	
<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	External channels (e.g., External Web, FB, WhatsApp etc.) Internal Channels (e.g., Internal Web, Teams, etc.)	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. Messages are offered via prepaid message pack subscription licenses. 1 message pack = 25,000 messages.

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 Microsoft 365 Copilot user license at no additional charge.

6. Cloud flow usage of up to 250,000 Power Platform Requests per day at the tenant level is included as part of the Copilot Studio message pack subscription. Cloud flows do not consume Copilot Studio message capacity.

7. Dataverse for Copilot Studio default capacities: Dataverse Database 5 GB, Dataverse File 20 GB, Dataverse Log 2 GB. Additional Database, File and 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

Tracking Copilot Studio Message Consumption and Entitlements

Copilot Studio Agent Activity Map

When Copilot Studio agents are tested, all agent activity is visible in the [activity map](#) including agent actions such as triggers, topics, Power Platform connectors, and agent flow actions. The activity map shows a visual representation of the plan that was generated. An activity map is generated for every session, which begins when an agent starts a conversation or is triggered by an external event.

Viewing Usage Details

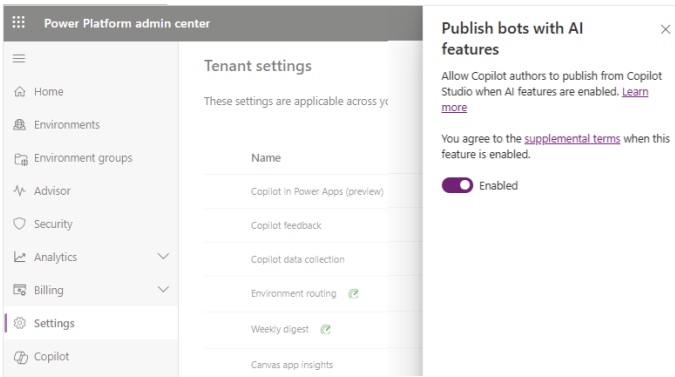
Customer admins can view their organization/tenant level usage details in the [Power Platform admin center](#) (PPAC) in the Billing > License> Copilot studio>Summary tab.

Controlling How Agents are Shared

Organizations can control and limit how agents are shared in their tenant by applying the Editor and Viewer permission assignments to individuals who need to access Copilot Studio, and then configuring the permissions for who can share with whom. The sharing limits for agents are configured as a Managed Environments control in the Power Platform admin center.

Disabling Agents

To disable agent publishing, admins can use the Power Platform admin center to turn off the ability to publish agents that use generative AI features for a tenant.



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.

Dataverse for Copilot Studio

Microsoft Dataverse is a secure, scalable, and cloud-based data platform that enables users to store, manage, and model business data used in applications across the Microsoft ecosystem. It is the foundational data layer for the Microsoft Power Platform, including Copilot Studio, Power Apps, Power Automate, Power BI, and it also underlies Dynamics 365 applications. Furthermore, Dataverse allows integration with Outlook and SharePoint.

[Learn more.](#)

Dataverse default and accrued subscription capacity entitlements

Copilot Studio default subscription capacity leverages the same tenant and infrastructure and will accrue across one tenant. Every tenant with a Copilot Studio license receives default capacity.

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

Copilot Studio, Power Apps, Power Automate, 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 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

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

Copilot Studio Trial

Sign-up for a free trial of Microsoft Copilot Studio [here](#).

Copilot Studio Pricing Page

Copilot Studio and pricing information is located [here](#).

Copilot Studio Service Support

The benefits included in the [Subscription Support Plan](#) are applicable for customers who license Copilot Studio solutions via MOSP, EA, MPSA, EAS, and EES. Learn more about Copilot Studio 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

Copilot Studio Agent Usage Estimator (preview)

Use [this estimator](#) to forecast your agent's message volume.

**The Copilot Studio estimator is not a binding offer nor a guarantee of the final cost or availability of the product. This estimate should be regarded only as guidance and not incorporated into a contractual agreement. The actual amount of message consumption and associated cost may vary depending on the region, availability, workload usage, number of users, and other factors. You may contact your Microsoft representative before making any customer recommendations or purchase decisions. Microsoft reserves the right to modify or discontinue the Copilot Studio estimator at any time without notice.*

Copilot Studio Licensing Scenarios

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**
'Enhanced search results' is enabled, and generative answers is grounded on SharePoint as knowledge source leveraging M365 Copilot index = 2 (generative answer) + 10 (tenant graph grounding) messages = 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 = $3 * 5$ messages = 15 messages

E. **Text and generative AI Tools (Basic, Standard, Premium)**

1) **Basic:**

- a. An agent is configured with a prompt in a topic to summarize interactions with a customer stored in Dataverse tables. This prompt is based on 4o mini. Customer asks agent to summarize relationship with Contoso. It triggers the topic within the prompt. Prompt input is 1,200 tokens, and request output is 600 tokens.
 - (1,800 tokens = 2 responses), 2 responses x 0.1 messages/response = 0.2 messages.
 - b. An HR agent is configured with a Benefits topic, which uses a prompt (based on 4o mini) to retrieve specific information about sick days from a Dataverse table. An employee asks this agent about sick days. This triggers the prompt. The size of input (included system prompt) and output is 4200 tokens (~16,000 characters).
 - This employee's request has consumed five (5) responses of the Text and generative AI tools (basic) feature, which equals 0.5 Messages, plus the cost of the Copilot Studio classic answer or generative answer.
- 2) **Standard:** An agent is configured with a prompt in a topic to propose an answer to an email. This prompt is based on 4o. Customer sends the content of an email to an agent and asks to propose an answer. It triggers the topic within the prompt. Prompt input is 1,300 tokens, plus 1,200 tokens for the image, and request output is 1,100 tokens. (3,600 tokens = 4 responses), 4 responses x 1.5 messages/response = 6 messages.
- 3) **Premium:** An agent is configured with a prompt as an action to propose an optimization of a complex process. This prompt is based on o1. Customer sends the current complex process and asks this agent for an optimization. It triggers the prompt action. Prompt input text is 2,100 tokens and request output is 3,000 tokens. (5,100 tokens = 6 responses), 6 responses x 10 messages/response = 60 messages

F. **Content processing tools**

- a. An agent is asked to analyze the attachment of an email that arrived yesterday. This triggers an agent flow that retrieves the email and extracts the date and amount due in the attached 2-page invoice.
 - (2 pages x 8 messages/page = 16 messages).
- b. An agent flow is triggered when receiving email from a specific address. It processes the attached file, which contains three (3) pages, using a custom document processing model.
 - This consumes (3) pages of the content processing tools feature, which equals 24 messages. This is in addition to the cost of the agent flow actions.

G. **Agent flow actions**

A single agent flow run consisting of 1,000 flow actions (1,000 flow actions x 0.013 messages/flow action = 13 messages).

Appendix A: Copilot Studio Billing Rate Detail

Text & Generative AI Tools

AI Builder capability	Copilot Studio/AI Tools features	Copilot Studio message rate
Prompt using GPT 4o mini model	Text and generative AI tools (basic)	0.1 messages/1K tokens ¹
Prompt using GPT 4o model	Text and generative AI tools (standard)	1.5 messages/1K tokens ¹
Prompt using o1 model	Text and generative AI tools (premium)	10 messages/response ¹
Custom document processing model	Content processing tools	8 messages/page
Invoice processing	Content processing tools	8 messages/page
Receipt processing	Content processing tools	8 messages/page
Identity document reader	Content processing tools	8 messages/page
Business card reader	Content processing tools	8 messages/page
Object detection	Content processing tools	8 messages/page
Text recognition	Text and generative AI tools (basic)	0.1 messages/response
Sentiment analysis	Text and generative AI tools (basic)	0.1 messages/response
Language detection	Text and generative AI tools (basic)	0.1 messages/response
Key phrase extraction	Text and generative AI tools (basic)	0.1 messages/response
Prediction (scheduled)	Text and generative AI tools (basic)	0.1 messages/response
Prediction (real time)	Text and generative AI tools (basic)	0.1 messages/response
Text translation	Text and generative AI tools (standard)	1.5 messages/response
Entity extraction (prebuilt)	Text and generative AI tools (standard)	1.5 messages/response
Entity extraction (custom)	Text and generative AI tools (standard)	1.5 messages/response
Category classification (custom)	Text and generative AI tools (standard)	1.5 messages/response

1. This encompasses input and output tokens. (Input tokens includes both customer and system prompts.)

Agent Flow Actions

Agent flows are predefined sequences of flow actions that enable automation of repetitive tasks quickly, without requiring agent reasoning and orchestration at each step. Agent flows can be triggered manually, by other automated events or agents, or based on a schedule.

An agent flow consists of a trigger and at least one action. A *trigger* is an event that starts a flow. Triggers can be instant (manually run on demand) or based on a schedule, or they can happen in response to other events. An *action* is a task that an agent flow performs.

Content processing tools are only available in agent flows. These AI capabilities include the following.

- Custom document processing model
- Invoice processing
- Receipt processing
- Identity document reader
- Business card reader
- Object detection

Every action an agent flows executes consumes Copilot Studio capacity. Capacity usage can be monitored in the [Power Platform admin center](#) > Billing > Licenses > Copilot Studio, review the Agent flow actions used by each flow.

Calculating capacity usage when a flow is run as an action in an agent:

- Classic orchestration: When a flow is run from a topic, one Classic answer plus the agent flow actions are consumed.
- Generative orchestration: When a flow is run using [generative orchestration](#), one Agent action plus the agent flow actions are consumed.
- When a flow is run from the agent's embedded test chat, either from a topic or as a generative action, only the agent flow actions are consumed. The direct messages in the test chat don't count toward capacity consumption.

If you already have a Power Automate cloud flow that does what you want, you can [convert](#) it to an agent flow. Converting it allows you to manage the flow in Copilot Studio and consume Copilot Studio capacity instead of Power Automate billing. You can still access the flow from Power Automate.

Appendix B: Multiplexing and Licensing Requirements for External Users

Multiplexing

Hardware or software that a Customer uses to:

- pool connections or reduce the number of Operating System Environments (OSEs), devices, or users a Product directly manages,
- reduce the number of devices or users that directly or indirectly access or use a Product,
- or access data a Product itself processes or generates.

Multiplexing does not reduce the number of Licenses of any type that Customer needs.

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.)

Information on external guest user access is available [here](#).

Appendix C: Copilot Studio Agents in Paid Public Preview

Dynamics 365 Agents in Paid Public Preview*

As part of Microsoft's ongoing investment in generative AI, this guide highlights the availability of agents built with Copilot Studio, now offered in Paid Public Preview.

Three AI service agents for Dynamics 365 Customer Service and Contact Center are now available in public preview.*

- Case Management Agent
- Customer Intent Agent
- Customer Knowledge Management Agent

Collectively these agents learn to address emerging issues, uncover new knowledge, and automate manual processes to boost business efficiency and reduce costs. [Learn more.](#)

The scheduling operations agent is an autonomous agent for Dynamics 365 Field service that considers existing bookings and requirements when a dispatcher adjusts a technician's schedule. [Learn more.](#)

- Scheduling Operations Agent

These agents are billed through the Microsoft Copilot Studio pay-as-you-go meter or Copilot Studio message pack subscriptions. Use of agents is measured in "messages", and the total cost is calculated based on the sum of messages used by your organization. Refer to the Copilot Studio Billing Rates in this licensing guide for more information.

Note: To use Microsoft-built agents in Dynamics 365, users must first be licensed for the respective Dynamics 365 application.

- Dynamics 365 Contact Center
- Dynamics 365 Customer Service
- Dynamics 365 Field Service or
- Dynamics 365 Finance

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Appendix D: Terminology

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.

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

- **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.

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: Dataverse lets you store and manage data that is used by business applications.

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.

LLM: 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).

Plugins: Plugins serve as modular capabilities that extend copilot experiences. They are reusable building blocks from a central plugin registry that can call connected services and APIs, perform actions, and provide answers for your copilot users.

Examples of Copilot Studio plugins include:

- Conversational AI plugins:** The ability to author a topic-like experience using a visual workflow design. This includes 1000+ connectors, generative answers, Power Automate flows and more.
- Plugin actions:** Making a Power Platform Connector, Power Automate Flow, or a skill bot into a conversational interface by providing a conversational wrapper through a prompt to define how to interact with another service such as ServiceNow.
- Power Platform connectors:** A connector is a wrapper around an API that allows the underlying service to talk to Copilot Studio. It provides a way for users to connect accounts and leverage a set of prebuilt actions and triggers to build their apps and workflows. Custom connectors let your plugin retrieve and update data from external sources accessed through APIs.
- AI Builder prompts:** Enable your users to use natural, plain language to get answers and perform actions with Microsoft Copilot. They use natural language understanding (NLU) to understand a user's intent and map it to an associated piece of information, data, or activity.

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; 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.

Appendix E: Change Log

Page(s)	Topic	Change	Action	Date
10	Copilot Studio	Clarified	Cloud flows - Power Platform Requests limits	June, 2025

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