

## Microsoft Agent 365 ^

### [Q: How is Agent 365 licensed—per user or per agent—and how does the licensing model differ between Microsoft 365 E7 and Agent 365 standalone?](#)

Agent 365 is licensed per user, whether purchased as part of Microsoft 365 E7 or as a standalone offering.

Agents do not require their own licenses. Licensing aligns to how agents are used - across both delegated access and own access flows and is tied to the user associated with the agent (e.g. user, owner, sponsor, or manager).

In all cases, licensing is assigned per user.

### [Q: What is the business model and pricing structure for Agent 365, including pay-as-you-go and consumption-based options?](#)

Agent 365 is available in the ME7 license with list price \$99/user/mo. It can also be available standalone license with list price at \$15/user/mo.

There are no consumption-based costs for Agent 365 yet. All interactions of a user's agents (including agents using delegated access and own access) will be managed under the per user license.

### [Q: Which users in our organization should we license for Agent 365?](#)

An Agent 365 license is recommended for all users who interact with, manage, or sponsor Agent 365-managed agents (i.e., agents registered in the Agent 365 control plane).

We recommend broad coverage to support compliance and scale, including:

- Users interacting with agents
- Agent owners, sponsors, and managers
- Microsoft 365 Copilot users
- Teams expanding beyond initial pilots into broader agent adoption

A license is required for users who interact with, manage, or sponsor agents that use Agent 365 premium capabilities. If unlicensed users benefit from these capabilities, the organization may be out of compliance.

Microsoft recognizes that this guidance can be difficult to operationalize today, as there is limited visibility into user-level agent interactions during policy configuration. We are continuing to improve visibility, tracking, and the overall licensing experience.

### [Q: Do Microsoft 365 E3 or Microsoft 365 E5 include Agent 365?](#)

No, Agent 365 is not included with Microsoft 365 E3 or Microsoft 365 E5.

### [Q: If we already have Microsoft 365 Copilot, do we still need Agent 365 for full protection and compliance for agents?](#)

Yes. Microsoft 365 Copilot provides AI capabilities to end-users, but Agent 365 is needed in addition to M365 Copilot to ensure all agents (beyond Copilot) are managed, governed and secured.

Think of it this way: Copilot is about what AI can do; Agent 365 is about controlling what AI is allowed to do.

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**Q: How do we license autonomous (non-human) agents under Agent 365 if we do not tie them to a specific user identity in our organization?**

Today, Agent 365 provides observability, security, and governance for agents acting on behalf of a licensed user (also referred to as “OBO agents” or “assistive agents”).

Support for non-OBO agents will remain in preview. You will not be charged incrementally until these capabilities reach general availability with a clearly defined business model.

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**Q: Is there a limit on the number of agents we can manage with Agent 365?**

No. As a licensed user, you can manage any number of agents.

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**Q: If Agent 365 is a per-user license that covers all agents a user touches, can a single licensed sponsor manage a fleet of 1,000+ A2A or A2T agents manage a fleet of 1,000+ agents?**

Yes, a single licensed user can manage a large number of agents, including at fleet scale.

There is no fixed cap in the licensing model on the number of agents a licensed user can oversee.

However, standard service protections and usage limits may apply to ensure platform stability and fair usage.

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**Q: Do we need Microsoft 365 E7 to use Agent 365?**

No, Microsoft 365 ME7 is not needed for using Agent 365, which can be purchased as a standalone add-on (\$15 per user month). However, Microsoft 365 E7 provides the most complete Agent 365 experience for scaling agents securely across an organization.

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**Q: Does Microsoft 365 E7 include Agent 365?**

Yes, Agent 365 is available as part of Microsoft 365 E7 and is also offered as a standalone per-user subscription, subject to applicable licensing terms and availability at GA. Agent 365 is not included in M365 E3/E5 licenses.

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**Q: Do we need a Microsoft 365 E3 or Microsoft 365 E5 license as a prerequisite to use Agent 365 to govern and secure agentic artificial intelligence (AI) workloads?**

No, there is no licensing prerequisite for Agent 365. However, without the appropriate Microsoft 365 E3/E5 licensing, some security capabilities may be limited, including:

- Label-based data security (for example, label honoring, inheritance, and label-based Data Loss Prevention (DLP)) requires the data you are grounding to be labeled—this typically requires Microsoft 365 E3+ for Microsoft 365 data, or Microsoft Purview pay-as-you-go (PAYG) for non-Microsoft 365 data.
- Conditional Access and Identity Protection for On Behalf Of (OBO) agents are evaluated against the user’s identity token—so the user must be licensed with Microsoft 365 E3 for Conditional Access and Microsoft 365 E5 for Identity Protection for these features to apply to their On Behalf Of (OBO) agents.
- Identity Governance for On Behalf of (OBO) governs the human-to-agent delegation relationship. If your users are not licensed for Identity Governance, there is no delegation relationship to govern—so the user must have Identity Governance standalone or Microsoft Entra Suite.

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**Q: If we are currently on Microsoft 365 E3, does an Agent 365 license grant us E5-level Microsoft Purview or Microsoft Defender capabilities?**

No. An Agent 365 license does not grant any additional use rights at the user level.

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**Q: Which Agent 365 capabilities are included with Microsoft Cloud subscription, and which require an Agent 365 license?**

Some Agent 365 capabilities are included with a Microsoft Cloud subscription, including:

- Agent identity
- The Agent 365 Registry for visibility into agents
- Basic usage insights for agents used in Microsoft 365 Copilot (active users and response count)
- Agent audit logs
- eDiscovery (Content search)
- Admin governance actions (publish, deploy, block, delete, approve, reassign, manage user access, pin, etc.)

Other capabilities require an Agent 365 license:

- Advanced agent usage insights
  - Agent Map
  - Data Security Posture Management for agents
  - Data security for agents
  - Extension of conditional access and identity protection to agents
  - Agent identity governance
  - Automated agent governance actions using conditions-based rules
  - Control which tools or MCP servers agents can access
  - Policy templates to agents
  - Data lifecycle management for agent interactions
  - Detection and investigation on non-compliant agent interactions
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**Q: Does Microsoft 365 E7 (including Agent 365) meet European Union (EU) Data Boundary requirements?**

Yes. Microsoft 365 E7, including Agent 365, is designed to align with Microsoft's European Union (EU) Data Boundary commitments.

As with other Microsoft commercial offerings, customers will have options available both with and without Microsoft Teams in accordance with Microsoft's commitments in the European Union (EU).

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**Q: Do we pay extra for security when we register Microsoft Foundry agent in Agent 365?**

No. For On Behalf Of (OBO) agents, Agent 365 does not differentiate between agents built in Microsoft Foundry or Copilot Studio. Because licensing is assigned to the user, the security and governance capabilities are included at no additional cost, regardless of which platform you used to create the agent.

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**Q: What are the key principles for the field and customers to understand Agent 365 licensing?**

**Principle 1:** Agent 365 is licensed per-user for every agent. We recommend licensing all users of agents

- Agent 365 is licensed per user, covering agents that users interact with, manage, or sponsor across both delegated access and own access.

- A single Agent 365 license covers all agents associated with that user; agents themselves are not licensed. Licensing is tied to the user benefiting from or responsible for the agent's actions.
- An Agent 365 license is recommended for all users who interact with, manage, or sponsor agents, to ensure consistent governance and protection as adoption scales.
- A license is required only for users who interact with, manage, or sponsor agents that use Agent 365 premium capabilities.

**Principle 2:** Licensing is contractually enforced – same as today for ME5

- If an agent is tied to an unlicensed user, the activity is not entitled to A365 protections. This creates an out of compliance scenario.
- As with other Microsoft services, users cannot access or benefit from functionality they are not licensed for under the Microsoft Universal License Terms.
- Multiplexing, the pooling services to reduce the number of required licenses, is not permitted.

**Principle 3:** Microsoft Cloud subscription customers get basic capabilities. Licensed users are entitled to premium capabilities.

- All Microsoft Cloud subscription customers receive foundational Agent 365 capabilities at no additional cost, including agent identity, inventory visibility, basic usage insights, and core admin governance actions.
- Premium capabilities such as advanced usage analytics, agent governance policies, security posture management, threat detection, and data security controls—require an Agent 365 license.
- This tiered model allows organizations to start governing agents immediately, while enabling deeper observability, governance, and security controls as adoption scales.
- An Agent 365 license is required for users who need premium capabilities; foundational capabilities included with Microsoft Cloud subscriptions do not require additional licensing.

**Principle 4:** Agent 365 covers a range of agent types (both 1P and 3P) though some feature availability may vary .

- Agent 365 provides a unified observability, governance, and framework that applies to both first-party Microsoft agents and third-party agents operating within the tenant.
- Core capabilities – such as agent identity, registry visibility, and admin governance apply broadly across agent types, ensuring consistent management regardless of origin.
- Premium capabilities may vary in depth or availability depending on the agent type, platform, or level of integration.
- Organizations can sync agents from external platforms into the Agent 365 registry, extending visibility and governance to third-party agents across their environment.

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**Q: If Agent 365 governs agents rather than people, why is it licensed per user?** —

Agent 365 is licensed per user because every agent is associated with a person in some capacity, whether interacting with the agent or serving as its owner, sponsor, or manager.

This per-user model is familiar and predictable, helping organizations plan, budget, and scale their agent adoption.

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**Q: What counts toward our Agent 365 licensing needs—blueprints, agents, or agent instances?** —

Blueprints, agents, and agent instances are not licensed separately. They do not count as individual licensing units.

A single licensed user can create, manage, and use multiple blueprints, agents, and agent instances.

There are no additional per-agent or per-instance charges within Agent 365.

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