

Dynamics 365 Licensing Deck

November 2026

About this presentation

This deck provides an overview of Microsoft Dynamics 365 product licensing and includes information on in-market offers. Users should take care to always use the latest version of the deck for the most up-to-date information.

Disclaimer

The information herein is for informational purposes only and represents the current view of Microsoft Corporation as of the date of this presentation. Because Microsoft must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Microsoft. All pricing and features specified are subject to change without notice. All pricing information provided is intended solely to be a nonbinding estimate as of the date this guidance is provided. It does not constitute an offer by Microsoft. The actual pricing will be reflected on the applicable price list.

Dynamics 365 Cloud Licensing Resources
Get Started: Get Licensing Ready, Dynamics 365 Licensing Deck
Deep Dive: Dynamics 365 Licensing Guide

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What's new?

In this chapter we discuss updates to product licensing.

For more detailed information, please go to the Application Licensing chapter.



Dynamics 365 licensing updates

Effective	Dynamics 365 Product	New offer or change summary	Slide(s)

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Application licensing

This chapter details Dynamics 365 application licensing.

For full feature descriptions and details on assigned licenses, see the Dynamics 365 Licensing Guide



Dynamics 365 Business Central

Connect finance, sales, service, and operations to work smarter, adapt faster, and perform better

Business Central Essentials

- $80

user/month, billed annually

Get comprehensive business management for finance, sales, and operations—with Microsoft Copilot in Dynamics 365 Business Central included.

Business Central Premium

- $110

user/month, billed annually

Includes everything in the Essentials plan, plus enhanced capabilities for service management and manufacturing.

Business Central Team Member

- $8

user/month, billed annually

Get limited access to read data, approve workflows, and create or update select information.

Customers may deploy Business Central Essentials and Business Central Premium in separate environments, on the same tenant. However, licensed users can only access the environment for which they are entitled. See Microsoft Product Terms for specific terms.

All pricing (USD) subject to change; see Business Central Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Business Central

Default entitlements

Capabilities/Entitlements[1]	Business Central Essentials $80 user/month, billed annually	Business Central Premium $110 user/month, billed annually
Unlimited users	●	●
Customization and extensibility	●	●
Multiple environments	●	●
Multiple companies[2]	●	●
Finance management	●	●
Sales and marketing	●	●
Fulfillment and delivery	●	●
Purchasing and payables	●	●
Inventory	●	●
Supply planning and availability	●	●
Project management	●	●
Warehouse management	●	●
Manufacturing	◊	●
Service management	-	●
Dynamics 365 Business Central Agents[3]	Requires Copilot Credits[4] (sold separately)	Requires Copilot Credits[4] (sold separately)
Business Central Database[5]	80 GB	80 GB
Business Central Database: Accrued/USL	3 GB	5 GB
Business Central Environments[5,6]	1 production / 3 non-production	1 production / 3 non-production

[1] See Business Central Pricing | Microsoft Dynamics 365 for additional details.
[2] Limited number of companies per environment. See Company limit here for more info.
[3]Dynamics 365 Business Central Agents: Sales Order Agent, Payables Agent and Expense Agent.
[4]Learn more about Copilot Credits.
[5]Additional database capacity and environments available for purchase. Please refer to Appendix for more details.
[6]Customers may deploy Business Central Essentials and Business Central Premium in separate environments, on the same tenant. However, licensed users can only access the environment for which they are entitled. See Microsoft Product Terms for specific terms.

◊ Limited ● Included

All pricing (USD) subject to change; see Business Central Pricing | Microsoft Dynamics 365 for actual pricing.

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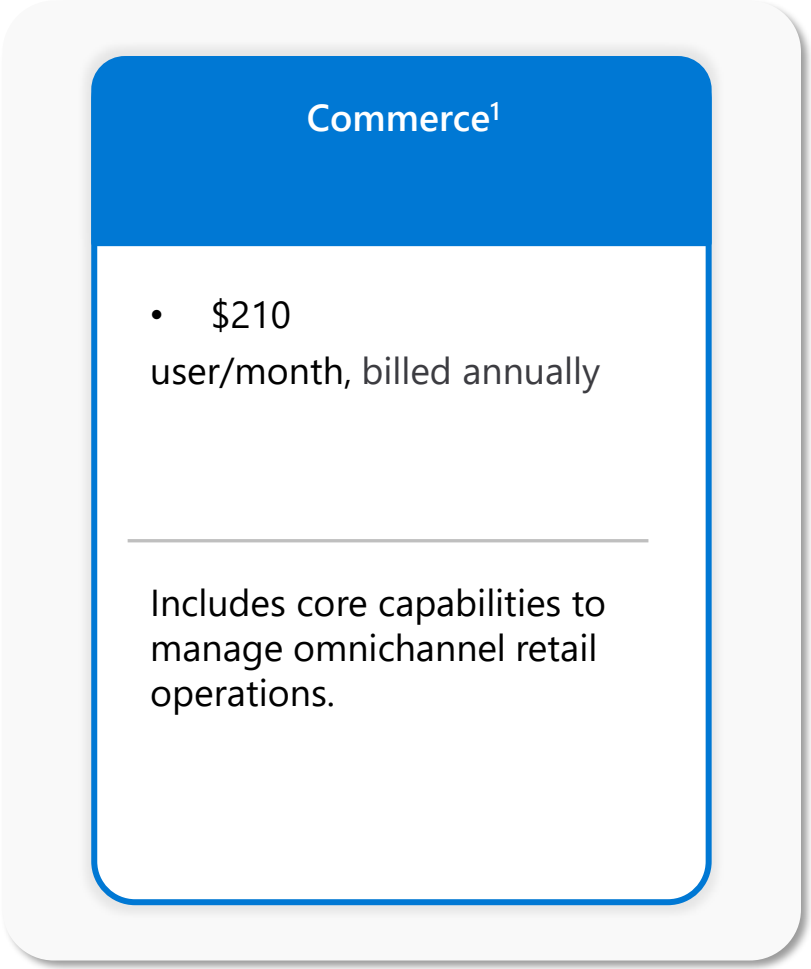
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Dynamics 365 Commerce

Deliver unified, personalized, and seamless shopping experiences across traditional and emerging channels



[1] 20 seat minimum purchase requirement. See Microsoft Product Terms for service specific terms.

All pricing (USD) subject to change; see Commerce Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Commerce

Default entitlements

Entitlements	Commerce[1] $210 user/month, billed annually
Management[2]	1K order lines per tenant/month
Electronic Invoicing[2]	•
+ Electronic Invoice transactions	100 per tenant/month
+ Invoice Capture transactions	100 per tenant/month
Dataverse or Operations Database[2]	90 GB
Accrued/USL	5 GB
Dataverse or Operations File[2]	80 GB
Accrued/USL	5 GB
Dataverse Log[2]	2 GB
Environments[2]	1 production (AOS) / 1 non-production (Sandbox Tier 2)

[1]20 seat minimum purchase requirement. See Microsoft Product Terms for service specific terms.
[2]Additional capacity and environments available for purchase. Please refer to Appendix for details.

All pricing (USD) subject to change; see Commerce Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Commerce

Additional applications

e-Commerce[1]

- Tier 1: $4K
- Tier 2: $14.5K
- Tier 3: $31K

All pricing per tenant/month, billed annually

Enable e-Commerce B2C and B2B capabilities.[3]

Commerce Scale Unit – Cloud[2]

- Basic (65 devices): $5,525
- Standard (225 devices): $19,125
- Premium (500 devices): $42,500

All pricing per tenant/month, billed annually

Enable additional Commerce cloud environment(s) for co-location, performance, additional redundancy, or customization purposes.[3]

Headless Commerce

- Headless Import: $4,200
- Headless Orchestration: $9,000

All pricing per tenant/month, billed annually

Enables organizations to build and deliver custom digital commerce experiences and integrations using API-based commerce services..

[1] e-Commerce transactions based on Average Order [1] Requires a Dynamics 365 Commerce deployment with at least one D365 Commerce USL.
Value (AOV). See Dynamics 365 Licensing Guide for specific details.
[2] Contact your Microsoft account representative/partner for details regarding the default Commerce Scale Unit – Cloud mapping.
[3] Requires a Dynamics 365 Commerce deployment with minimum required D365 Commerce USLs.

All pricing (USD) subject to change; see Commerce Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Contact Center

Transform the service experience with a Copilot-first contact center solution that brings intelligence, automation, and efficiency to every channel

Contact Center Digital[1]

- $95

user/month, billed annually

Rich customer engagement across digital messaging channels, including chat.

Contact Center Voice[1, 2]

- $95

user/month, billed annually

Add native voice capabilities as part of your customer engagement.

RECOMMENDED OFFER Contact Center (Digital + Voice) [1, 2]

- $110

user/month, billed annually

All-in-one customer engagement solution across voice, digital channels, and chat.

[1] Dynamics 365 Contact Center is built to work with your existing customer relationship management solution (CRM), or with Dynamics 365 Customer Service Enterprise (see Dynamics 365 Contact Center Add-ons for more details).
[2] Teams phone extensibility pricing is separate and not included. Learn more. Copilot credits are purchased separately; see the Copilot Credits Guide for details.

All pricing (USD) subject to change; see Contact Center Pricing | Microsoft Dynamics 365 for actual pricing.

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Contact Center

Default entitlements

Capabilities	Contact Center Digital $95 user/month, billed annually	Contact Center Voice[1] $95 user/month, billed annually	Contact Center $110 user/month, billed annually
Unified Routing[2]	50 record routes per user/month[3]	50 record routes per user/month[3]	50 record routes per user/month[3]
Intelligent Voicebot minutes[2]	-	2K minutes per user/month	2K minutes per user/month
Call Intelligence Minutes[2]	-	6K minutes per user/month	6K minutes per user/month
Dynamics 365 Contact Center Agents[4]	Requires Copilot Credits[5] (sold separately)	Requires Copilot Credits[5] (sold separately)	Requires Copilot Credits[5] (sold separately)
Dataverse Database[2]	30 GB	30 GB	30 GB
Accrued/USL	250 MB	250 MB	250 MB
Dataverse File[2]	40 GB	40 GB	40 GB
Accrued/USL	2 GB	35 GB	35 GB
Dataverse Log[2]	2 GB	2 GB	2 GB

[1] Teams Phone extensibility pricing is separate and not included. Learn more. Copilot credits are purchased separately; see the Copilot Credits Guide.
[2] Additional capacity available for purchase. Please refer to Appendix for more details.
[3] Excluding chats, calls, and text messages. Please refer to the Dynamics 365 Licensing Guide for more details.
[4] Dynamics 365 Contact Center Agents: Customer Assist Agent, Customer Intent Agent, Knowledge Management Agent, Quality Assurance Agent
[5] Learn more about Copilot Credits.

All pricing (USD) subject to change; see Contact Center Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Customer Insights

Create engaging experiences by uniting customer data with real-time journeys

Customer Insights

- $1700

tenant/month, billed annually

Deliver connected customer journeys and campaigns with unified customer data.

Customer Insights Attach[1]

- $1000

tenant/month, billed annually

Add connected customer journeys and campaigns with unified customer data.

[1] Requires a minimum of 10 users of Dynamics 365 Customer Service Professional, Dynamics 365 Customer Service Enterprise, Dynamics 365 Sales Professional, Dynamics 365 Sales Enterprise, Dynamics 365 Sales Premium, Dynamics 365 Field Service, Dynamics 365 Finance, Dynamics 365 Supply Chain Management, or Dynamics 365 Commerce. See Microsoft Product Terms for service specific terms.

All pricing (USD) subject to change; see Customer Insights Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Customer Insights

Default entitlements

Entitlements	Customer Insights[1] $1700 tenant/month, billed annually
Unified People[2,3]	100K Unified People per tenant/month
Interacted People[3,4]	10K Interacted People per tenant/month
Customer Voice[3]	2K responses per tenant/month
Dataverse Database[3]	45 GB
Accrued/USL	-
Dataverse File[3]	60 GB
Accrued/USL	-
Dataverse Log[3]	4 GB
Environments[3]	Unlimited[5]

[1] Customer Insights Attach SLs include the same default entitlements as Customer Insights Base SLs.
[2] Unified People refers to a uniquely identified individual that is created through a collection of defined data source sets from multiple systems, represented by a profile. Includes Dataverse storage capacity per additional 100K Unified People. See the Dynamics 365 Licensing Guide for more details.
[3] Additional capacity and environments available for purchase. Please refer to Appendix for more details.
[4] Interacted People refers to any Dataverse entity (such as a contact, lead, account or an Insights profile) that is interacted with. A person is considered interacted when they are interacted with via either an outbound interaction or an inbound one such as filling out a form via a marketing website. Includes Dataverse storage capacity per additional 50K Interacted People. See the Dynamics 365 Licensing Guide for more details.
[5] Includes entitlements to install both the Customer Insights - Journeys and Customer Insights - Data applications in an unlimited number of production or sandbox environments. See the Dynamics 365 Licensing Guide for more details.

All pricing (USD) subject to change; see Contact Center Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Customer Service

Empower agents to resolve issues quickly using generative AI and automation

Customer Service Professional[1]

- $50

user/month, billed annually

Core customer service capabilities with basic resources for self-service, case management, and knowledge management.

Customer Service Enterprise[1]

- $105

user/month, billed annually

Core customer service capabilities with basic resources for self-service, case management, and knowledge management.

RECOMMENDED OFFER Customer Service Premium[1]

- $195

user/month, billed annually

Bundles Customer Service Enterprise and Contact Center (Digital + Voice).

[1] Customers may deploy Customer Service Professional and Customer Service Enterprise in separate environments, on the same tenant. However, licensed users can only access the environment for which they are entitled. See Microsoft Product Terms for specific terms.

All pricing (USD) subject to change; see Customer Service Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Customer Service

Default entitlements

Capabilities/Entitlements[1]	Customer Service Professional $50 user/month, billed annually	Customer Service Enterprise $105 user/month, billed annually	Customer Service Premium $195 user/month, billed annually
Unlimited named users	●	●	●
Case management	●	●	●
Knowledge management	●	●	●
Mobile	●	●	●
Leads (creation only)	●	●	●
Microsoft Power BI[2]	●	●	●
Microsoft 365 interoperation (Outlook, Exchange, Excel, OneDrive/SharePoint, OneNote)	●	●	●
Customization and extensibility	◊[1]	●	●
Unified service desk	-	●	●
Embedded intelligence	-	●	●
Context-driven suggestions	-	●	●
Analytics and KPI reporting	-	●	●
Multisession support	-	●	●
Portals	-	●	●
Copilot in Dynamics 365 Customer Service	-	●	●
Dynamics 365 Contact Center (Digital + Voice)	-	-	●
Dynamics 365 Customer Service Agents[3]	Requires Copilot Credits[4] (sold separately)	Requires Copilot Credits[4] (sold separately)	1K Copilot Credits per user/month[4]
Customer Voice[5]	-	2K responses per tenant/month	-
Unified Routing [5,6]	-	50 records per user/month[7]	50 records per user/month[7]
Dataverse Database[5]	30 GB	30 GB	30 GB
Accrued/USL	-	250 MB	250 MB
Dataverse File[5]	40 GB	40 GB	40 GB
Accrued/USL	-	2 GB	35 GB
Dataverse Log[5]	2 GB	2 GB	2 GB

[1] See Customer Service Pricing | Microsoft Dynamics 365 for additional details.
[2] A separate Power BI license may be required to configure access to the content. For more information, see Power Platform Licensing Guide
[3] Dynamics 365 Customer Service Agents: Case Management Agent, Customer Intent Agent, Knowledge Management Agent, Quality Evaluation Agent
[4] Learn more about Copilot Credits.
[5] Additional capacity available for purchase. Please refer to Appendix for more details.
[6] See Overview of unified routing | Microsoft Learn for more information.
[7] Excludes Chat and Digital Messaging conversation records. Please refer to the Dynamics 365 Licensing Guide for more details.

◊ Limited ● Included

All pricing (USD) subject to change; see Customer Service Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Customer Service

Contact Center Digital Add-on[1, 2]

- $75

user/month, billed annually

- Unlimited routing for incoming conversation records within an organization (chat, call, text message)
- 50 Unified Routing record routes/user/month[3]

Rich customer engagement across digital messaging channels, including chat.

Contact Center Voice Add-on[1]

- $75

user/month, billed annually

- 50 Unified Routing record routes/user/month[3]
- 2K Intelligent Voicebot minutes/user/month[3]
- 6K Call Intelligence minutes/user/month[3]
- 35 GB Dataverse File for call recording/user[3]

Add native voice capabilities as part of your customer engagement.

Contact Center Add-on [1, 2] (Digital + Voice)

- $90

user/month, billed annually

- Contact Center Digital
- Contact Center Voice

All-in-one customer engagement solution across voice, digital channels, and chat.

[1] Requires a Dynamics 365 Customer Service Enterprise deployment with at least one D365 Customer Service Enterprise USL.
[2] Extensibility pricing is separate and not included. Learn more. Copilot credits are purchased separately; see the Copilot Credits Guide for details.
[3] Additional capacity available for purchase. Please refer to Appendix for details. Extensibility pricing is separate and not included. Learn more. Includes entitlement for conversational IVR bot authored using Microsoft Copilot Studio (Any generative AI capabilities require Copilot Credits purchased separately. Learn more.)

All pricing (USD) subject to change; see Customer Service Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Field Service

Transform your service operations, deliver exceptional service, and improve customer experiences

Field Service[1,2]	Field Service Contractor[2]
• $105 user/month, billed annually	• $50 user/month, billed annually
Complete field service management	Seamlessly assign and manage external frontline technicians.

[1] Bing Maps Developer License included with limitations (billable transactions) as described here. The Bing Maps Notices apply. See Microsoft Product Terms for service specific terms.
[2] Field Service includes the latest version of Field Service Mobile and no longer has a limit on the number of custom tables if application is being used in the context of Field Service.

All pricing (USD) subject to change; see Field Service Software Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Field Service

Default entitlements

Entitlements	Field Service $105 user/month, billed annually	Field Service Contractor[1] $50 user/month, billed annually
App access from the web, on mobile, and through Microsoft 365	●	●
Vendor and contractor management	●	◊
Scheduling and resource dispatching	●	◊
AI assistance from Copilot in Dynamics 365 Field Service for work order creation and updates, scheduling, and summarization	●	-
Technician performance analysis	●	-
Planned maintenance agreements	●	-
Returns processing	●	-
Customer Voice[2]	2K responses per tenant/month	-
Dataverse Database[2]	30 GB	-
Accrued/USL	250 MB	-
Dataverse File[2]	40 GB	-
Accrued/USL	2 GB	-
Dataverse Log[2]	2 GB	-

[1] Field Service Contractor SL does not include any Dataverse capacity entitlements.
[2] Additional capacity available for purchase. Please refer to Appendix for more details.

All pricing (USD) subject to change; see Field Service Software Pricing | Microsoft Dynamics 365 for actual pricing.

◊ Limited ● Included

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Dynamics 365 Field Service

Additional applications

Resource Scheduling Optimization[1]

- $30 per scheduled resource/month[2]

Automatically create optimized scheduling for resources.[3]

[1] Additional applications may be added to qualifying Base or Attach licenses (e.g., a user with Field Service Attach may purchase Resource Scheduling Optimization).
[2] Pricing assumes Resource Scheduling Optimization on a single tenant.
[3] Resource can be a person or a non-human asset.

All pricing (USD) subject to change; see Field Service Software Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Finance

Finance drives automation and predictive analytics capabilities, paving the way for deep proactive management.

Finance[1]	Finance Premium[2]
• $210 user/month, billed annually	• $300 user/month, billed annually
An intelligent, automated, and trusted core financial management solution.	Enhance decision making with advanced business performance management capabilities.

[1] 20 seat minimum purchase requirement. See Microsoft Product Terms for service specific terms.
[2] 10 seat minimum purchase requirement. See Microsoft Product Terms for service specific terms

All pricing (USD) subject to change; see Finance Management Software Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Finance

Default entitlements

Capabilities/Entitlements[1]	Finance $210 user/month, billed annually	Finance Premium $300 user/month, billed annually
Core financials	●	●
Business performance planning	◊ (read only)	● (Admin/creator access/inputs)
Business performance analytics (core reporting and insights)	●	●
AI and machine learning (AI capabilities within Dynamics 365 Finance)	●	●
Electronic Invoicing[2]	●	●
+ Electronic Invoice transactions	100 per tenant/month	200 per tenant/month
+ Invoice Capture transactions	100 per tenant/month	200 per tenant/month
Copilot Credits	-	1K Copilot Credits per user/month[3]
Dataverse or Operations Database[2]	90 GB	125 GB
Accrued/USL	5 GB	10 GB
Dataverse or Operations File[2]	80 GB	110 GB
Accrued/USL	5 GB	10 GB
Dataverse Log[2]	2 GB	3 GB
Environments[2]	1 production (AOS) / 1 non-production (Sandbox Tier 2)	1 production (AOS) / 1 non-production (Sandbox Tier 2)

[1] See Finance Management Software Pricing | Microsoft Dynamics 365 for additional details.
[2] Additional capacity and environments available for purchase. Please refer to Appendix for more details.
[3] Learn more about Copilot Credits.

All pricing (USD) subject to change; see Finance Management Software Pricing | Microsoft Dynamics 365 for actual pricing.

◊ Limited ● Included

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Dynamics 365 Human Resources

HR solution that optimizes workforce costs and empowers people with self-service

Human Resources[1]	Human Resources Self-Service
• $135 user/month, billed annually	• $4 user/month, billed annually
Includes full application capabilities to manage.	Employee and manager self-service capabilities.

[1] 5 seat minimum purchase requirement. See Microsoft Product Terms for service specific terms.

All pricing (USD) subject to change; see Human Resources Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Human Resources

Default entitlements

Entitlements	Human Resources $135 user/month, billed annually
Customer Voice[1]	2K responses per/tenant/month
Dataverse or Operations Database[1]	90 GB
Accrued/USL	1 GB
Dataverse or Operations File[1]	80 GB
Accrued/USL	2 GB
Dataverse Log[1]	2 GB
Environments[1]	2 Dataverse + 2 AOS[2]

[1] Additional capacity and environments available for purchase. Please refer to Appendix for more details.
[2] At any given time, only one of the environments may be in production, but both environments may be in nonproduction.

All pricing (USD) subject to change; see Human Resources Pricing | Microsoft Dynamics 365 for actual pricing

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Dynamics 365 Project Operations

Connect sales, resourcing, project management, and finance teams within a single application to win more deals, accelerate project delivery, and maximize profitability

Project Operations[1]

- $135

user/month, billed annually

Get the visibility, collaboration, and agility needed to drive success across your project-centric business.

[1] 20 seat minimum purchase requirement. See Microsoft Product Terms for service specific terms.

All pricing (USD) subject to change; see Project Operations Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Project Operations

Default entitlements

Entitlements	Project Operations[1] $135 user/month, billed annually
Electronic Invoicing[2]	●
+ Electronic Invoice transactions	100 per tenant/month
+ Invoice Capture transactions	100 per tenant/month
Dataverse or Operations Database[2]	90 GB
Accrued/USL	5 GB
Dataverse or Operations File[2]	80 GB
Accrued/USL	5 GB
Dataverse Log[2]	2 GB
Environments[2]	1 production (AOS) / 1 non-production (Sandbox Tier 2)

[1] 20-seat minimum purchase requirement. See Microsoft Product Terms for service specific terms.
[2] Additional capacity and environments available for purchase. Please refer to Appendix for more details.

All pricing (USD) subject to change; see Project Operations Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Sales

Empower sales teams with automation, contextual insights, and next-generation AI

Sales Professional[1]

- $65 user/month, billed annually

Core sales force automation and Microsoft 365 integration.

Sales Enterprise[1]

- $105 user/month, billed annually

Sales force automation with contextual insights, next-generation AI, and advanced customization.[2]

RECOMMENDED OFFER Sales Premium

- $150 user/month, billed annually

Sales Enterprise plus prebuilt customizable intelligence solutions for sellers and managers.[2]

Microsoft Relationship Sales

- *Variable*[3]

Sales Enterprise plus LinkedIn Sales Navigator Enterprise.

[1] Customers may deploy Sales Professional and Sales Enterprise in separate environments, on the same tenant. However, licensed users can only access the environment for which they are entitled. See Microsoft Product Terms for specific terms.
[2] Includes Copilot capabilities like natural language insights, record updates, email and meeting assistance, and opportunity summaries.
[3] 10 seat minimum purchase requirement. See Microsoft Product Terms for service specific terms. Contact a Dynamics 365 sales specialist for pricing information.

All pricing (USD) subject to change; see Sales Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Sales

Compare capabilities/entitlements included in each core application

Capabilities/Entitlements[1]	Sales Professional[1] $65 user/month, billed annually	Sales Enterprise[1,2] $105 user/month, billed annually	RECOMMENDED OFFER Sales Premium[2] $150 user/month, billed annually	Microsoft Relationship Sales[3] (*Variable*)
Sales force automation[4]	●	●	●	●
Mobile app	●	●	●	●
Microsoft 365 interoperation	●	●	●	●
Reporting and dashboards[4]	●	●	●	●
Customization and automation[4]	◊[4]	●	●	●
Custom apps	-	●	●	●
Advanced sales force automation[4]	-	●	●	●
Conversation intelligence[4,6]	-	●	●	●
Copilot capabilities in Dynamics 365 Sales[4]	-	●	●	●
Dynamics 365 Sales Agent[5]	Requires Copilot Credits[6] (sold separately)	Requires Copilot Credits[6] (sold separately)	1K Copilot Credits per user/month[6]	-
AI-Powered Data Enrichment[7]	-	-	●	-
Copilot capabilities in Outlook[4]	-	●	●	●
Copilot capabilities in Microsoft Teams[4]	-	●	●	●
Sales engagement[4]	-	●	●	●
Advanced sales engagement[4]	-	-	●	-
LinkedIn Sales Navigator Advanced Plus	-	-	-	●
Customer Voice[8]	-	2K responses per tenant/month	2K responses per tenant/month	2K responses per tenant/month
Unified Routing[8]	-	50 records per user/month[9]	50 records per user/month[9]	50 records per user/month[9]
Dataverse Database[8]	30 GB	30 GB	45 GB	10 GB
Accrued/USL	-	250 MB	500 MB	250 MB
Dataverse File[8]	40 GB	40 GB	60 GB	20 GB
Accrued/USL	-	2 GB	2 GB	2 GB
Dataverse Log[8]	2 GB	2 GB	2 GB	2 GB

[1] Customers may deploy Sales Professional and Sales Enterprise in separate environments, on the same tenant. However, licensed users can only access the environment for which they are entitled. See Microsoft Product Terms for specific terms.
[2] Includes Copilot capabilities like natural language insights, record updates, email and meeting assistance, and opportunity summaries.
[3] 10 seat minimum purchase requirement. See Microsoft Product Terms for service specific terms. Contact a Dynamics 365 sales specialist for pricing information.
[4] See Sales Pricing | Microsoft Dynamics 365 for additional details.
[5] Dynamics 365 Sales Agent: Sales Qualification Agent, Sales Opportunity Agent, Sales Research Agent
[6] Learn more about Copilot Credits.
[7] When AI-Powered Data Enrichment performs both: opportunity matching (conversations are mapped to opportunities) and opportunity enrichment (field extraction and CRM update suggestions), Copilot Credits are consumed.
[8] Additional capacity available for purchase. Please refer to Appendix for more details.
[9] Excludes Chat and Digital Messaging conversation records. Please refer to the Dynamics 365 Licensing Guide for more details.

◊ Limited ● Included

All pricing (USD) subject to change; see Sales Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Sales

Additional applications

Sales Insights[1]

- $50 user/month, billed annually

Help sellers build stronger relationships with customers, save time, and stay on top of deals with real-time AI-based insights.[2]

[1] Requires a Dynamics 365 Sales Enterprise deployment with at least one D365 Sales Enterprise USL (base or attach).
[3] All pricing (USD) subject to change; see Sales Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Supply Chain Management

Modernize your supply chain to enhance visibility, improve planning, streamline procurement, and optimize fulfilment

Supply Chain Management[1]	Supply Chain Management Premium[1]
• $210 user/month, billed annually	• $300 user/month, billed annually
Scalable, composable, secure, and streamlined solution for an intelligent supply chain.	Adapt quickly to demand shifts with new demand-planning capabilities powered by Microsoft 365 Copilot.

[1] Supply Chain Management has a 20-seat minimum purchase requirement. Supply Chain Management Premium has a 10-seat minimum purchase requirement. See Microsoft Product Terms for service specific terms.

All pricing (USD) subject to change; see Supply Chain Management Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Supply Chain Management

Default entitlements

Entitlements	Supply Chain Management[1] $210 user/month, billed annually	Supply Chain Management Premium[1] $300 user/month, billed annually
Core supply chain	●	●
Demand planning	◊ (read only)	●
Asset Management[2,3]	100 Assets per tenant/month	100 Assets per tenant/month
Electronic Invoicing[2]	●	●
+ Electronic Invoice transactions	100 per tenant/month	200 per tenant/month
+ Invoice Capture transactions	100 per tenant/month	200 per tenant/month
Management[2]	1K order lines per tenant/month	1K order lines per tenant/month
Copilot Credits	-	1K Copilot Credits per user/month[4]
Dataverse or Operations Database[2]	90 GB	125 GB
Accrued/USL	5 GB	10 GB
Dataverse or Operations File[2]	80 GB	110 GB
Accrued/USL	5 GB	10 GB
Dataverse Log[2]	2 GB	3 GB
Environments[2]	1 production (AOS) / 1 non-production (Sandbox Tier 2)	1 production (AOS) / 1 non-production (Sandbox Tier 2)

[1] Supply Chain Management has a 20-seat minimum purchase requirement. Supply Chain Management Premium has a 10-seat minimum purchase requirement. See Microsoft Product Terms for service specific terms.
[2] Additional capacity and environments available for purchase. Please refer to Appendix for more details.
[3] After quantity 50 x Asset Management Additional Assets (5K Additional Assets) have been purchased, customers may manage unlimited assets with no additional purchase necessary. Active and inactive assets carry historical data and count against the capacity limits.
[4] Learn more about Copilot Credits.

◊ Limited ● Included

All pricing (USD) subject to change; see Supply Chain Management Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Sustainability

A set of solutions designed to accelerate progress in sustainability while driving business growth

Sustainability Essentials

$4,000 per tenant/month[1]

- Carbon sustainability management capabilities, including prebuilt calculation models for Scope 1, Scope 2, and categories 1-9, 12, and 13 of Scope 3 emissions
- Foundational water sustainability management capabilities
- Foundational waste sustainability management capabilities
- Dataverse capacity: 10 GB[1]

Sustainability Premium

$12,000 per tenant/month[1]

Everything included in Sustainability Essentials, plus:

- Carbon management capabilities for all 15 categories of Scope 3
- Advanced water and waste sustainability management capabilities (Preview)
- ESG value chain solution (Preview)
- Advanced AI capabilities: Intelligent insights (Preview)
- Dataverse capacity: 50 GB[1]

[1] Certain features require Copilot Credits and other Microsoft licenses (e.g. Microsoft 365, Power BI)
All pricing (USD), billed annually and subject to change. See Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Sustainability

Capabilities/Entitlements	Essentials $4,000 per tenant/month[1,2]	Premium $12,000 per tenant/month[1,2]
Carbon sustainability management capabilities	•	•
Prebuilt calculation models for Scope 1, Scope 2, and categories 1-9, 12, and 13 of Scope 3 emissions	•	•
Foundational water sustainability management capabilities	•	•
Foundational waste sustainability management capabilities	•	•
Dataverse Database capacity	3 GB	3 GB
Dataverse File capacity	20 GB	20 GB
Dataverse Log capacity	12 GB	52 GB
Carbon management capabilities for all 15 categories of Scope 3		•
Advanced water and waste sustainability management capabilities		•
ESG value chain solution		•
Advanced AI capabilities: Intelligent insights		•

[1] Certain features require Copilot Credits and other Microsoft licenses (e.g. Microsoft 365, Power BI)
[2] A Dynamics 365 Sustainability Essentials USL is required for each user in the tenant. Power Apps and Power Automate use rights are included in the Sustainability Essentials USL for use only within the context of Sustainability Manager.

All pricing USD, billed annually and subject to change; see Pricing | Microsoft Dynamics 365 for actual pricing.

◊ Limited ● Included

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Cross Application Licensing

This chapter describes cross application and Order Lines licensing options.

For more information refer to the Dynamics 365 Licensing Guide.



Dynamics 365 Agents

Dynamics 365 agents are intelligent AI powered capabilities designed to enhance customer service efficiency and effectiveness. These agents are designed to help every Business Central, Contact Center, Customer Service, Finance, Sales and Supply Chain Management team drive business value.

Dynamics 365 Apps	Agents[1]
Dynamics 365 Business Central	Sales Order Agent
	Payables Agent
Dynamics 365 Contact Center	Customer Intent Agent
	Knowledge Management Agent
	Quality Assurance Agent
	Customer Assist Agent
Dynamics 365 Customer Service	Case Management Agent[2]
	Customer Intent Agent
	Knowledge Management Agent
	Quality Evaluation Agent
Dynamics 365 Sales	Sales Qualification Agent
	Sales Opportunity Agent
	Sales Research Agent

[1] Copilot Credits are required to use Dynamics 365 Agents. Dynamics 365 Contact Center Premium, Customer Service Premium, Finance Premium Sales Premium and Supply Chain Management Premium licenses receive 1K Copilot Credits per user/month. Learn more about Copilot Credits.
[2]Case Management Agent is only for Dynamics 365 Customer Service.

◊ Limited ● Included

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Dynamics 365 Cross-Application Licensing

For users who provide basic cross-functional support, and requires read-only access to all data and basic Dynamics 365

Operations Activity

- $50

user/month, billed annually

Provides a named user limited access to Commerce, Finance, Human Resources, Project Operations, and Supply Chain Management.

Team Members

- $8

user/month, billed annually

Provides users with limited access to data and basic level capabilities, including self-service scenarios, across all workloads.[1, 2]

Business Central Team Member

- $8

user/month, billed annually

Grants a named user restricted access to perform general tasks for their own use only and not activities for, or on behalf of, other people.

[1] Limited use rights are for the licensed user's own use and not activities for, or on behalf of, other people. See Dynamics 365 Licensing Guide for more information.
[2] Create and modify up to 15 tables (custom tables or standard Dataverse tables) per Team Members application module. See Dynamics 365 Licensing Guide for more information.

All pricing (USD) subject to change; see Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Operations - Order Lines

Licensing option for indirect access to D365 Commerce, Finance, Project Operations, or SCM applications

Operations – Order Lines[1, 2]

- $500

tenant/month, billed annually

For qualifying transaction types, license indirect access by automated systems, IoT devices, and bots on an 'order line' basis.

[1] To qualify for Operations – Order Lines licensing, a transaction must be indirect access (direct access of the Dynamics application do not qualify) and only update data within the qualifying designated tables. Access to any other tables or user actions requires an appropriate D365 license. See Dynamics 365 Licensing Guide for full details.
[2] Includes 100K order line transactions per tenant/month; enforced annually and can be consumed at any point in the year. Annual subscription license required.

All pricing (USD) subject to change; see Pricing | Microsoft Dynamics 365 for actual pricing.

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How to buy

This chapter explains the license availability, Base + Attach licensing, device license options, and Step-up options.

For information on product availability, licensing prerequisites, and minimum purchase requirements, refer to the Microsoft Product Terms.



Dynamics 365 Base+Attach Definitions

Base license: When purchasing multiple Dynamics 365 applications for a single user, the first application license must be the highest priced license (a.k.a. base license) for the named user. Every full-access user must have a base license.

Attach license: Dynamics 365 attach license pricing is available for users who require multiple Dynamics 365 applications. Attach licenses may only be assigned to users with an appropriate qualifying base license. A named user may have more than one attach license.

Note:

- Base and attach licenses are **identical in their core capabilities** and are only differentiated in price.
- Attach licenses **do not include additional capacity entitlements**.[1]
- **Exception -** Business Premium base licensed users ($100 user/month, billed annually) are eligible to add Customer Service Enterprise, Field Service, or Sales Enterprise at the $20 user/month, billed annually attach pricing.

[1]Customer Insights Attach SLs include the same default capacity entitlements as Customer Insights Base SLs.

All pricing (USD) subject to change; see Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Base+Attach Matrix

Base USLs (user/month, billed annually)		Attach USLs user/month, billed annually										
		Business Central Essentials	Commerce	Customer Service Ent	Customer Service Pro	Field Service	Finance	Human Resources	Project Operations	Sales Ent	Sales Pro	SCM
Business Central Essentials	$80	-	-	-	$20	-	-	-	-	-	$20	-
Business Central Premium	$110	-	-	$20[1]	$20	$20[1]	-	-	-	$20[1]	$20	-
Commerce	$210	-	-	$20	$20	$20	$30	$30	$30	$20	$20	$30
Customer Service Enterprise	$105	$20	-	-	-	$20	-	-	-	$20	$20	-
Customer Service Premium	$195	$20	-	-	-	$20	-	-	-	$20	$20	-
Field Service	$105	$20	-	$20	$20	-	-	-	-	$20	$20	-
Finance	$210	-	$30	$20	$20	$20	-	$30	$30	$20	$20	$30
Finance Premium	$300	-	$30	$20	$20	$20	-	$30	$30	$20	$20	$30
Human Resources (HR)	$135	-	-	$20	$20	$20	-	-	$30	$20	$20	-
Microsoft Relationship Sales[2]	$177	-	-	$20	$20	$20	-	$30	$30	-	-	-
Project Operations	$135	-	-	$20	$20	$20	-	$30	-	$20	$20	-
Sales Enterprise	$105	$20	-	$20	$20	$20	-	-	-	-	-	-
Sales Premium	$150	-	-	$20	$20	$20	-	$30	$30	-	-	-
Sales Professional	$65	-	-	-	$20	-	-	-	-	-	-	-
Supply Chain Management	$210	-	$30	$20	$20	$20	$30	$30	$30	$20	$20	-
Supply Chain Management Premium	$300	-	$30	$20	$20	$20	$30	$30	$30	$20	$20	-

[1] Note: When purchasing multiple Dynamics 365 applications for a single user, the first application license must be the highest priced license (a.k.a. base license) for the named user. As an exception, users who license Business Premium as their base license ($110 user/month, billed annually) are eligible to add Customer Service Enterprise, Field Service or Sales Enterprise at the $20 user/month, billed annually attach price.
[2] Pricing variable. Please contact a Dynamics 365 sales specialist for pricing information. 10 seat minimum purchase requirement. See Microsoft Product Terms for service specific terms.
* See Microsoft Product Terms for full details on license availability, pre-requisites, and purchase minimums.
** System administrator will not be able to assign an attach license to a user who does not have the required base license.

All pricing (USD) subject to change, see Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Device License Options

D365 device license[1]	$ per device/month	Specific device scenario
Business Central Device SL[2]	$45 device/month, billed annually $30/device/month billed annually (100 seat min)- CSP partner led only	Point of Sale device
		Store Manager device
		Shop Floor device
		Warehouse device
Customer Service Device SL[3]	$160 device/month, billed annually	Call Center device
Field Service Device SL[3]	$160 device/month, billed annually	Mobile service vehicle device
Operations - Device SL[4]	$85 device/month, billed annually	Point of Sale device
		Store Manager device
		Shop Floor device
		Warehouse device
		AR capable iOS or Android device (phone or tablet)
Sales Device SL[3]	$160 device/month, billed annually	Retail Store device

[1] Device licenses may use shared logins and a shared password or individual logins (each user's personal credentials), depending on the application and license. See Dynamics 365 Licensing Guide for more information.
[2] The Business Central device license is a limited license with a subset of Business Central capabilities.
[3] Customer Service, Field Service, and Sales device licenses have full application functionality.
[4] Operations - Device license is a limited license with a subset of Finance, Supply Chain Management, Commerce, and Project Operations capabilities.

All pricing (USD) subject to change, see Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Step-up Options

Step-up from…	Step-up to…	Step-up from…	Step-up to…
Customer Service Professional USL	Customer Service Enterprise USL $55	Human Resources Self Service USL	Team Members USL $4
Customer Service Enterprise USL	Customer Service Premium USL $90	Supply Chain Management	Supply Chain Management Premium USL $90
Contact Center (Digital + Voice) USL	Customer Service Premium USL $85	Field Service Attach USL	Field Service USL $85
Contact Center Digital USL	Contact Center (Digital + Voice) USL $15	Customer Service Enterprise Attach USL	Customer Service Enterprise USL $85
Contact Center Voice USL	Contact Center (Digital + Voice) USL $15	Customer Service Professional Attach USL	Customer Service Professional USL $30
Team Members USL	Field Service Enterprise USL $97	Sales Enterprise Attach USL	Sales Enterprise USL $85
	Customer Service Enterprise USL $97	Sales Professional Attach USL	Sales Professional USL $45
	Customer Service Professional USL $42	Commerce Attach USL	Commerce USL $180
	Sales Enterprise USL $97	Finance Attach USL	Finance USL $180
	Sales Professional USL $57	Human Resources Attach USL	Human Resources USL $105
	Commerce USL $202	Operations – Activity USL	Commerce $160
	Finance USL $202		Finance USL $160
	Finance Premium USL $292		Finance Premium USL $250
	Human Resources USL $127		Human Resources USL $85
	Operations – Activity USL $42		Project Operations USL $85
	Supply Chain Management USL $202		Supply Chain Management USL $160
Sales Professional USL	Sales Enterprise USL $40	Project Operations Attach USL	Project Operations USL $105
Sales Enterprise USL	Sales Premium USL $45	Supply Chain Management Attach USL	Supply Chain Management USL $180
Finance USL	Finance Premium USL $90		

No step-ups available in CSP.

All (USD) pricing shown is user/month, billed annually and is subject to change, please see Pricing | Microsoft Dynamics 365 for actual pricing.

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Provides licensing and support resources.

For more information refer to the Dynamics 365 Licensing Guide.



Dynamics 365 Licensing Resources

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Awareness

- Dynamics.com
- Dynamics 365 Pricing
- Multiplexing – Licensing Overview

Learning

- Get Licensing Ready
- Dynamics 365 Licensing Deck
- Dynamics 365 Licensing Guide
- Dynamics 365 Product Terms

Support

- Find a Dynamics 365 Partner
- Dynamics 365 Documentation
- Dynamics 365 Support
- FastTrack – Dynamics 365 Implementation

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Appendix

Supplemental information on default capacity, additional capacity, and additional applications.

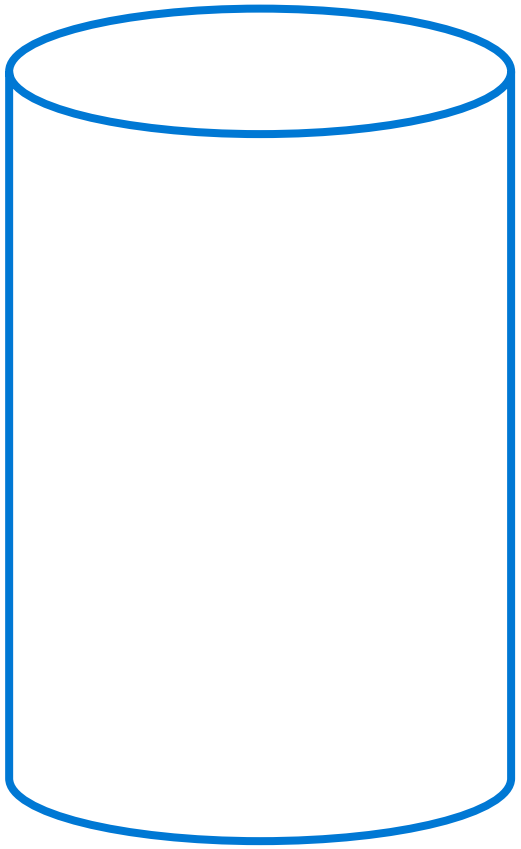
For more information refer to the Dynamics 365 Licensing Guide.



Dataverse for apps data storage

Optimizing data management for relational data, attachments, and audit logs.

Storage capacity management



Database capacity[1]
Store and manage table definitions and data

File capacity
Manage attachments, files, photos and videos

Log capacity
Record data changes over time for analysis and reporting purposes

[1]See here for information on the finance and operations storage capacity report

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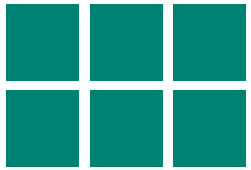
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Dynamics 365 Dual Write

Dual write provides bidirectional integration between Dataverse and the Finance, Supply Chain Management, Commerce, and Project Operations applications.







Dynamics 365
Sales, Customer Service, Marketing, Field Service

Dataverse
Transactional platform for building Apps

Dual write
Tightly coupled, near real-time and bi-directional integration Reference data, Master data and Documents.

Dynamics 365
Finance, Supply Chain Management, Commerce, Project Operations

Licensing policies for dual write:

A specific license is not required to enable dual write and when configuring dual write against unrestricted tables no additional licensing is required. However, when dual write is configured against a restricted table, users making updates in the application that result in updates to those restricted tables must be appropriately licensed. More details, see Dynamics 365 Licensing Guide.

For technical details, please visit Dual Write home page

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Dynamics 365 subscription capacity

Dynamics 365 Applications

Capacity	Dataverse Database Default/Tenant	Dataverse Database Accrued/USL	Dataverse File Default/Tenant	Dataverse File Accrued/USL	Dataverse Log Default/Tenant	Dataverse Log Accrued/USL	Dataverse or Operations Database Default/Tenant	Dataverse or Operations Database Accrued/USL	Dataverse or Operations File Default/Tenant	Dataverse or Operations File Accrued/USL
Contact Center, Contact Center Voice, Customer Service Premium	30 GB	250 MB	40 GB	35 GB	2 GB					
Contact Center Digital, Customer Service Enterprise, Field Service[1], Sales Enterprise	30 GB	250 MB	40 GB	2 GB	2 GB					
Sales Premium	45 GB	500 MB	60 GB	2 GB	2 GB					
Customer Service Professional, Sales Professional	30 GB		40 GB		2 GB					
Intelligent Order Management	30 GB		40 GB		2 GB					
Customer Insights[2] (CI)	45 GB		60 GB		4 GB					
CI - Interacted People[3]		1 GB		2 GB						
CI - Unified People[3]		15 GB		20 GB						
Commerce, Finance, Project Operations, Supply Chain Management					2 GB		90 GB	5 GB	80 GB	5 GB
Finance Premium, Supply Chain Management Premium					3 GB		125 GB	10 GB	110 GB	10 GB
Human Resources					2 GB		90 GB	1 GB	80 GB	2 GB
Operations – Activity								1 GB		2 GB
Operations – Device								2 GB		3 GB
Commerce Scale Unit Cloud - Basic								130 GB		195 GB
Commerce Scale Unit Cloud - Standard								450 GB		675 GB
Commerce Scale Unit Cloud - Premium								1,000 GB		1,500 GB

[1] Field Service Contractor SLs do not include any Dataverse capacity entitlements.
[2] Customer Insights Attach SLs include the same default capacity entitlements as Customer Insights Base SLs. Dataverse entitlements are only granted once per tenant, for the first Customer Insights Base or Attach SL. Customer Insights $0 user licenses do not accrue additional Dataverse entitlements.
[3] Per additional 100K Unified People or 50K Interacted People add-on pack.

Dynamics 365 Business Central

Capacity Included/Accrued	Business Central Database: Included/AAD Tenant	Business Central Database: Accrued/USL	Production: Environment/Tenant	Nonproduction: Environment/Tenant
Business Central Essentials	80 GB	3 GB	1 BC	3
Business Central Premium	80 GB	5 GB	1 BC	3
Business Central Device		1.5 GB per Device		
Commerce, Finance, Project Operations, Supply Chain Management			1 AOS	1 Sandbox Tier 2
Customer Insights			Unlimited [1]	
Finance Premium, Human Resources[2], Supply Chain Management Premium			1 AOS	1 Sandbox Tier 2

[1] Includes entitlements to install both the Customer Insights - Journeys and Customer Insights - Data applications in an unlimited number of production or sandbox environments.
[2] Before May 1, 2025 – For Human Resources, at any given time, only one of the environments may be in production, but both environments may be in nonproduction.

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Additional capacity - Business Central

Business Central

SKU name	Description	Price/ month	License	Business Central	Commerce	Cust Insights	Customer Svc	Field Svc	Finance, Finance Prem	HR	Project Ops	Sales	SCM, SCM Premium
Business Central Database Capacity (1GB)	Additional database storage	$10	Tenant	✓									
Business Central Database Capacity 100GB (100GB)	Additional database storage	$500	Tenant	✓									
Business Central Database Capacity Overage (1GB)[1]	Additional database storage	$5	Tenant	✓									
Business Central Additional Environment (4GB)[2]	Additional Environment	$300	Tenant	✓									

[1] Business Central Database Capacity Overage purchase requirement: Business Central Database Capacity 100GB.
[2] Includes 1 production environment, 3 nonproduction environments, and 4GB of Dataverse database capacity.

All pricing (USD) subject to change; see Pricing | Microsoft Dynamics 365 for actual pricing.

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Additional capacity – Customer Insights

Customer Insights

SKU name	Description	Price/ month	License	Business Central	Commerce	Cust Insights	Cust Svc	Field Svc	Finance, Finance Prem	HR	Project Ops	Sales	SCM, SCM Premium
Customer Insights Additional Interacted People Tier 1 (5K)	Customer Insights Additional Interacted People Tier1 **min 1 pack**	$250	Tenant			✔							
Customer Insights Additional Interacted People Tier 2 (10K)	Customer Insights Additional Interacted People Tier2 **min 4 packs**	$300	Tenant			✔							
Customer Insights Additional Interacted People Tier 3 (50K)	Customer Insights Additional Interacted People Tier3 **min 5 packs**	$500	Tenant			✔							
Customer Insights Additional Unified People Tier 1 (100K)	Customer Insights Additional Unified People Tier1 **min 1 pack**	$2,000	Tenant			✔							
Customer Insights Additional Unified People Tier 2 (100K)	Customer Insights Additional Unified People Tier2 **min 4 packs**	$1,500	Tenant			✔							
Customer Insights Additional Unified People Tier 3 (100K)	Customer Insights Additional Unified People Tier3 **min 19 packs**	$1,000	Tenant			✔							

All pricing (USD) subject to change; see Pricing | Microsoft Dynamics 365 for actual pricing.

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Additional applications - Commerce

SKU name	Description	Price/ month	License	Business Central	Commerce	Cust Insights	Cust Svc	Field Svc	Finance, Finance Prem	HR	Project Ops	Sales	SCM, SCM Prem
Commerce Scale Unit Basic – Cloud	Includes 65 Ops – Devices	$5,525[1]	Tenant		✓								
Commerce Scale Unit Standard – Cloud	Includes 25 Ops – Devices	$19,125[1]	Tenant		✓								
Commerce Scale Unit Premium – Cloud	Includes 500 Ops – Devices	$42,500[1]	Tenant		✓								
e-Commerce Tier 1	e-Commerce transactions based on Average Order Value (AOV)	$4,000	Tenant		✓								
e-Commerce Tier 2	e-Commerce transactions based on Average Order Value (AOV)	$14,000	Tenant		✓								
e-Commerce Tier 3	e-Commerce transactions based on Average Order Value (AOV)	$31,000	Tenant		✓								
e-Commerce Overage Tier 1	Additional transactions/ tenant/month for e-Commerce Tier 1	$500	Tenant		✓								
e-Commerce Overage Tier 2	Additional transactions /tenant/month for e-Commerce Tier 2	$500	Tenant		✓								
e-Commerce Overage Tier 3	Additional transactions/ tenant/month for e-Commerce Tier 3	$500	Tenant		✓								
Headless Import (Base)	30K Retail Transaction Imports /tenant/month	$4,200	Tenant		✓								
Headless Import (Overage)	5K Retail Transaction Imports /tenant/month	$700	Tenant		✓								
Headless Orchestration (Base)	30K Retail Transaction Orchestrations /tenant/month	$9,000	Tenant		✓								
Headless Orchestration (Overage)	5K Retail Transaction Orchestrations /tenant/month	$1,500	Tenant		✓								

All pricing (USD) subject to change; see Pricing | Microsoft Dynamics 365 for actual pricing.

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Additional applications – Chat, Contact Center

Chat – Contact Center

SKU name	Description	Price/ month	License	Business Central	Commerce	Cust Insights	Cust Svc	Field Svc	Finance, Finance Prem	HR	Project Ops	Sales	SCM, SCM Prem
Chat for Customer Service	Empowers agents to interact seamlessly with customers in real time	$60	User				Ent						
Digital Messaging and Voice Channel	Includes 1st party chat and telephony, 3rd party SMS and future social messaging channels	$90	User				Ent						
Digital Messaging	Includes 1st party chat, 3rd party SMS and future social messaging channels	$75	User				Ent						
Voice Channel	Includes 1st party telephony with speech-AI	$75	User				Ent						
Contact Center Add-on	Provides customer engagement across digital and voice channels for an all-in-one solution.	$90	User				Ent						
Contact Center Digital Add-on	Provides customer engagement across digital messaging and chat channels.	$75	User				Ent						
Contact Center Voice Add-on	Provides native voice capabilities as part of your customer engagement.	$75	User				Ent						
Contact Center	Provides customer engagement across digital and voice channels for an all-in-one solution.	$110	User				Ent						
Contact Center Digital	provides customer engagement across digital messaging and chat channels.	$95	User				Ent						
Contact Center Voice	Provides native voice capabilities as part of your customer engagement.	$95	User				Ent						

All pricing (USD) subject to change; see Pricing | Microsoft Dynamics 365 for actual pricing.

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Additional capacity - Dataverse

Dataverse

SKU name	Description	Price/ month	License	Business Central	Commerce	Cust Insights	Cust Svc	Field Svc	Finance, Finance Prem	HR	Project Ops	Sales	SCM, SCM Prem
Dataverse Database Capacity (1GB)	Allows organizations to add relational data for data management	$40	Tenant	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dataverse Database Capacity Tier 2 (1GB)	Allows organizations to add relational data for data management **min. purchase req. = 1000GB**	$30	Tenant	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dataverse File Capacity (1GB)	Add capacity to manage attachment of files, photos, and video storage	$2	Tenant	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dataverse Log Capacity (1GB)	Additional capacity for audit logs	$10	Tenant	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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Additional capacity

SKU name	Description	Price/ month	License	Business Central	Commerce	Cust Insights	Cust Svc	Field Svc	Finance, Finance Prem	HR	Project Ops	Sales	SCM, SCM Prem
Operations - Order Lines (100K)	Additional indirect access order line capacity	$500	Tenant		✓				✓	✓	✓		✓
Operations Sandbox Tier 2 (10GB)	Multi-box standard acceptance test instance	$1,350	Tenant		✓				✓		✓		✓
Operations Sandbox Tier 3 (10GB)	Multi-box premium acceptance test instance	$4,050	Tenant		✓				✓		✓		✓
Operations Sandbox Tier 4 (10GB + 128 MB/USL)	Multi-box standard performance test instance	$7,900	Tenant		✓				✓		✓		✓
Operations Sandbox Tier 5 (10GB + 128 MB/USL)	Multi-box premium performance test instance	$12,000	Tenant		✓				✓		✓		✓
Power Platform Requests Add-on[1]	Increases daily Power Platform requests limit	$50	Tenant		✓	✓	✓	✓	✓	✓	✓	✓	✓
Human Resources Sandbox (10GB)	Non-production (AOS) instance	$1,400	Tenant							✓			
Additional Asset Management	Additional Assets per month	$100	Tenant										✓
Unified Routing add-on	10K records/tenant/month, pooled at tenant level	$800	Tenant				✓						
Intelligent Voicebot minutes	500 additional minutes/tenant/month	$125	Tenant				Ent						
Call Intelligence minutes	500 additional minutes/tenant/month	$15	Tenant				Ent						
Electronic Invoicing	Additional E-Invoicing capacity	$300	Tenant		✓				✓		✓		✓
Management	Additional Order Lines capacity	$300	Tenant		✓								✓

[1]Monthly limits increased in late 2021. Please see Requests limits and allocations - Power Platform | Microsoft Docs for more details.
All pricing (USD) subject to change; see Pricing | Microsoft Dynamics 365 for actual pricing.

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Additional applications

SKU name	Description	Price/ month	License	Business Central	Commerce	Cust Insights	Cust Svc	Field Svc	Finance, Finance Prem	HR	Project Ops	Sales	SCM, SCM Prem
Field Service Contractor	provides essential work order management functionality to scale service operations to meet demand	$50	User					✓					
Resource Schedule Optimization	Automatically schedule user or device work orders to appropriate resources while optimizing travel time, mileage, etc. (per 1 resource)	$30	User				✓	✓					
Sales Insights	Provides actionable insights to drive personalized engagement and proactive decision-making	$50	User									Ent	

All pricing (USD) subject to change; see Pricing | Microsoft Dynamics 365 for actual pricing.

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Dynamics 365 Customer Insights additional capacity

Total Capacity = Customer Insights Base SKU Capacity *(10K interacted people & 100K unified people)* + Additional Capacity *(below)*

Additional Interacted People capacity

Additional Interacted People Tier 1	**$250** per tenant/month min 1 pack
Additional Interacted People Tier 2	**$300** per tenant/month min 4 packs
Additional Interacted People Tier 3	**$500** per tenant/month min 5 packs

Capacity Entitlements

Tiers	Capacity Threshold*	Min – Max of packages	Pack Size	Price per pack	Price per unit
T1	10K – 50K	1 - 8 packs	5K	$250	$0.05
T2	50K – 250K	4 - 24 packs	10K	$300	$0.03
T3	250K +	5 - unlimited	50K	$500	$0.01

Additional Unified People capacity

Additional Unified People Tier 1	**$2,000** per tenant/month min 1 pack
Additional Unified People Tier 2	**$1,500** per tenant/month min 4 packs
Additional Unified People Tier 3	**$1,000** per tenant/month min 19 packs

Capacity Entitlements

Tiers	Capacity Threshold*	Min – Max of packages	Pack Size	Price per pack	Price per unit
T1	100K – 500K	1 - 4 packs	100K	$2,000	$0.020
T2	500K – 2M	4 - 19 packs	100K	$1,500	$0.015
T3	2M +	19 - unlimited	100K	$1,000	$0.010

* Additional capacity will be added to 10K Interacted People and 100K Unified People capacity included with Base or Attach license.

Definitions:

Interacted People - Interacted People refers to any Dataverse table (such as a contact, lead, account or an insights profile) which is interacted with via an inbound or outbound channel such as email, SMS, form submission, etc. in a twelve-month period. Each interacted person is entitled to 10x interactions. A person is no longer counted towards the quota limits, if they have not been interacted within the past twelve months. The interaction can be sent through out-of-box channels available in Journeys (e.g., emails, SMS, push notifications) integrated with other Microsoft channels (e.g., ACS), or third-party systems integrated with Journeys (e.g., other SMS providers). People stored in Dataverse but not interacted with do not count towards quota. Interacted status remains for 12 months post-interaction.

Unified People - refers to a uniquely identified individual that is created through a collection of defined data source sets from multiple systems.

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Dynamics 365 e-Commerce additional application overview

Entitlements for Dynamics 365 e-Commerce Tiers and overage SKUs

Average Order Value (AOV) is the total annual e-Commerce Gross Merchandise Value (GMV) across B2B and B2C through Dynamics 365, divided by the total number of e-Commerce transactions through Dynamics 365 across B2B and B2C.

$$\text{Average Order Value (AOV)} = \frac{\text{Gross Merchandise Value (GMV)}}{\text{Number of Orders}}$$

Gross Merchandise Value (GMV) is the total value of all transactions processed (including returns), excluding (a) any shipping, handling, and customs fees charged to end users; (b) any taxes customer collects from end users as part of any transaction; and (c) any financing charges and interest for installments charged to end users.

Transaction means any check out order processed by the Dynamics 365 e-Commerce. Any refund, return or chargeback, or any other reversal will not be counted as an additional transaction.

Tier		# of monthly transactions per SKU					
		BAND 1 AOV<$50	**BAND 2** AOV $50-$150	**BAND 3** AOV $150-$500	**BAND 4** AOV $500-$2K	**BAND 5** AOV $2K-$5K	**BAND 6** AOV $5K+
Tier 1	$4,000	4,700	2,400	1,100	480	275	200
Tier 1 overage	$500	780	365	170	80	45	30
Tier 2	$14,500	29,000	12,000	5,500	2,900	1,700	1,160
Tier 2 overage	$500	1,250	540	230	125	75	50
Tier 3	$31,000	86,000	38,750	15,500	8,600	5,065	3,400
Tier 3 overage	$500	1,400	625	250	140	85	55

Scenario:

If a customer expects 9K transactions (B2B and B2C) per month (on average during the year) and $400 average order value (based on annual e-Commerce revenue) they would purchase e-Commerce Tier 2 (Band 3) and 16 e-Commerce Tier 2 (Band 3) overage SKUs.

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Additional services and support

These additional services and software are included with our licensing offers:

- **Customer Service Hub** provides a modern and intuitive end user experience for Customer Service and knowledge management roles through an online user experience (UX) design and interactive interface.
- **Dynamics 365 Mobile Offline** capabilities enable offline entities, provides autoreply for offline actions, a strong security model and offline views and offline search.
- **Microsoft Power Platform -** Dynamics 365 applications are built on the Microsoft Power platform, a high productivity platform that includes the ability for customers to integrate products:
  - **Power Apps**: Extend and customize applications
  - **Power Automate:** Automate business processes and workflow
  - **Power BI:** Deliver business intelligence
- **Unified Service Desk** for Microsoft Dynamics 365 (USD) consolidates numerous communication channels (such as phone, chat, email, and social media) and relevant services into a single interface to enable greater efficiency and productivity. Included for Dynamics 365 Customer Service.

Support

Benefits included in Subscription Support are applicable for customers who license Dynamics 365 or Power Platform via, EA, EAS, and EES, MOSP, MPSA. Learn more about support options here. The Microsoft Cloud Solution Provider program (CSP) enables partners to manage their customer's success. Support for Business Central is solely through the Microsoft Cloud Solution Provider partners.

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