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Endeavor4 Client Webinar
Fall 2026 Update: Microsoft Copilot and AI

EDITED TRANSCRIPT

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Presenters: Kevin Hatt, Senior Director, AI Practice; Scott Jorgens, Director of Marketing

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1 About this transcript

This is an edited transcript of Endeavor4's client-only webinar, Fall Update: Microsoft Copilot and AI, held on Wednesday 28 October 2026 from 11:00 to 12:00 ET. It was presented by Kevin Hatt, Senior Director, AI Practice, and hosted by Scott Jorgens, Senior Director of Marketing.

The transcript has been lightly edited for readability. Filler, repetition and screen-sharing housekeeping are removed, and some passages are tightened so they follow the slides. Where a statement made live was imprecise or incorrect, the text now says the right thing: the material corrections are marked in the text with a bracketed note, and the changes of substance are listed under Corrections and clarifications at the end. A few facts from the slides that were not said aloud have been added where they complete a point. Questions from the chat are included as Scott relayed them, without the names of the people who asked them. Slide numbers refer to the deck sent with this transcript.

Prices and product status are as Microsoft published them on October 27 2026. Microsoft changes this ecosystem frequently, so please connect with an Endeavor4 licensing specialist before you act on a date or a price. Our preference is to be your Microsoft Digital Partner of record for CSP (Cloud Solution Provider) orders including Dynamics 365, Microsoft 365 and Copilot. https://www.endeavor4solutions.com/

2 Welcome and introductions

Slides 1 to 5 of the deck

Slide 2: Endeavor4, 37+ years in Microsoft AI, ERP, CRM and Specialty Cloud

Scott Jorgens: Good morning, everyone, and thank you for joining. This is our client-only webinar, Fall Update: Microsoft Copilot and AI. I am Scott Jorgens, Director of Marketing at Endeavor4. We are recording the session and we will send you a copy of the presentation afterwards; there is a lot of information on the slides today. Our presenter is Kevin Hatt, Senior Director of our AI Practice.

For those who are new to Endeavor4, and for those who have been with us a long time, thank you for your business. We have reorganized and rebranded, and we now have four lines of business. AI and Advisory Services is Kevin's team: AI strategy, education sessions, advisory sessions and incremental digital transformation, as well as application management. You will see some of the complexity as we move through today's webinar; you may need help, and we are here to help on a short-term or a long-term basis. Alongside that we have a full Enterprise team, a full SME and mid-market team, and Specialty Cloud Apps, with industry solutions and some unique teams that bring a variety of skills.

We are Endeavor4, formerly Endeavour Solutions, Express Information Systems, Purely CRM and Corterra Solutions. Four of us came together and we are now Endeavor4. Knowledge, integrity, trust and accountability are our core values. Kevin, over to you.

Slide 3: Welcome: how the next hour works

Kevin Hatt: Thanks very much, Scott. It is good to see a few familiar names in the group today. Today is an education session, not training. I am Kevin Hatt and I lead the AI practice at Endeavor4. Most of you know Endeavor4 through your Business Central, Dynamics 365, CRM and GP teams.

Three things I would like you to keep in mind over the next hour. First, I want to help you understand what the Copilot ecosystem looks like right now, and I emphasize "right now" because it is changing weekly and that change is going to keep accelerating. Second, I want you to understand the new cost structure in the Copilot ecosystem: what changed this fall and what is coming. Third, I want to give you some insight into what is actually working with clients, and in particular from our own use cases inside Endeavor4.

If you have questions as we go, please use the chat panel. Scott is monitoring and collecting them and will get my attention when there is a relevant one.

[Kevin opened with a quick poll: where are you with Copilot today? 1 for not started, 2 for Copilot Chat only, 3 for some paid licences, 4 for beginning to build agents. Seventeen people answered in the chat, spread across all four stages: five not started, five Copilot Chat only, three with some paid licences and four building agents.]

Slide 4: Today's agenda

Kevin Hatt: The agenda for today is the one from the invitation. This is a select, invited group, and we are going to cover seven areas, with the business applications section getting the longest slot so we can cover the full breadth of Copilot across the business applications.

One thread runs through the whole hour, and I will ask you to keep it in mind. The Microsoft 365 Copilot seat you buy gives you Copilot grounded in your email, your meetings and your files, with priority access. Agents and Cowork run on Copilot Credits, the usage-based model that Microsoft brought to Microsoft 365 Copilot this summer. That is the big distinction: the seat for Copilot, and the credits that Cowork and Copilot Studio agents consume. If I have lost you already, do not worry; there are a couple of slides coming up that illustrate it.

Slide 5: The words we will use today

Kevin Hatt: Thirty seconds on vocabulary, because it is confusing. The words Copilot and Cowork are showing up in a lot of different applications.

Copilot Chat is the free version that comes with your work account. The Microsoft 365 Copilot app is now simply Microsoft Copilot. Copilot is the assistant in its own app on your desktop, and it also surfaces in the other Microsoft applications: Word, Excel, Teams and so on. Cowork is the newest member of the family, generally available since June. Cowork is Copilot doing long tasks for you; if you use Anthropic's Claude, it is similar to Claude Cowork. An agent does a job on its own, with a person approving the result. Copilot Credits are the meter for Cowork and for the agents, including the agents you build in Copilot Studio. MCP is the standard plug that connects your AI, Copilot, to a system like Business Central. Work IQ is Copilot's access to your email, your meetings and your files in SharePoint and OneDrive, always within your own permissions as a user. Frontier is Microsoft's early access channel. And when we say GA, it stands for general availability, as opposed to preview. The rule of thumb: GA is solid and you can commit to it; preview may change as it develops.

3 Copilot Today

Slides 6 to 8 of the deck

Slide 7: The Copilot family in one picture

Kevin Hatt: The first section is Copilot today, in three slides. I want you to see the family of Copilot products in one picture, what each seat costs in Canadian and US dollars, and, in brief, how the Copilot Credit model works.

Copilot Chat, at the top, is free and included with your Microsoft 365 work account. It gives you competent answers from the web, and from a document when you open or upload it. It is the free on-ramp into Copilot, and most of your staff probably already have it or have clicked on it. Microsoft now also gives unlicensed users a limited, capacity-dependent Copilot inside Word, Excel and Teams that it calls Basic. This is undergoing a lot of change, and I encourage people to explore it a little. But Copilot Chat is typically not going to see your email, your calendar or your internal documents. The simple way to think about it is that it is grounded in the model's own intelligence and in the web.

The paid seat, Microsoft 365 Copilot, or Copilot Business for organizations of up to 300 users, gives you priority access and Copilot grounded in your email, your meetings and your files inside Word, Excel, Outlook, Teams, SharePoint and OneDrive. This is where the real day-to-day time savings come from for users who have Microsoft 365 Copilot.

The third layer is where the news is this fall: agents that do work on their own. Cowork runs long, multi-step tasks. You can build agents in Copilot Studio, and Microsoft is shipping ready-made agents inside Copilot, inside Business Central and inside Dynamics 365. I am being careful with my words here because it is changing, but Copilot Cowork and the agents you build in Copilot Studio are the ones on the new economic model, where you consume Copilot Credits.

Scott Jorgens: Kevin, the main paid Copilot is the one I love. Every employee at Endeavor4 has the paid version, and it is the one that really works well. You need it for all the things you can do in Excel, for checking your email, giving you summaries, writing content, finding files, searching OneDrive and pulling pieces together. It does the thinking work. It is not just a search engine.

Kevin Hatt: Exactly. The epiphany moment is the first time you sit in an AI chat like Copilot and prompt it: "Look at my email and catch me up on what has happened in the last two hours while I was in a meeting." Or "look at my recent files," or "look at my calendar." When you can co-work with AI like that, and it can see your email, your files, your documents and your calendar, there is a real epiphany moment.

Scott Jorgens: We had an excellent April webinar earlier this year where you laid a lot of the foundations, and today builds on that. But let me take a small step back, because someone in the chat has asked about security, and it is a good point to cover while we are here. If you have the paid version, your information stays in your tenant and is not shared with outside sources. You tell that story better than I do.

> ***Question from the chat:*** *With the paid Copilot, does our information stay inside our own tenant, or is it shared outside?*

Kevin Hatt: Two things to keep in mind. The first is directly to your point. I am simplifying for understanding rather than technical precision, but what Microsoft has done is bring the AI inside the Microsoft boundary. That is a different model from an external AI tool, where you pass data along to it and it may store some of that data in its cloud for a period that depends on your service agreement. Microsoft has brought the intelligence into the Microsoft stack, inside your tenant, your Purview and your security boundary. The second thing is the personal user perspective: what your Copilot can see is only what you, the user, have access to. If you do not have access to a SharePoint folder, your Copilot will not see the documents in that folder. For those two reasons, Copilot is a completely different animal from the external AI tools.

I can talk for a long time about the differences around security. If it is a primary concern for your company, and for most people it should be with the pace of change, my suggestion is to reach out to your Endeavor4 team and let's have a conversation about what is important to you and what options are available to you.

Scott Jorgens: Perfect, thank you. And yes, the call to action is to connect with our team. We have free advice, some free engagements, quick introductions and simple answers, and we are here for the deeper-dive discussions, the workshops, and building things together and helping you along the way. Back to the credits.

Slide 8: Tokens: how Copilot Credits work

Kevin Hatt: The biggest thing to keep in mind with the changes since the summer is the concept of tokens, or, as Microsoft calls them, Copilot Credits. If you are working in Copilot Cowork, in the new Code experience, or in Copilot Studio agents, those are the three surfaces that use Copilot Credits. The math is that one credit equals one US cent, so I am very quickly getting good at dividing the number of credits by 100 to understand what a Cowork job I ran actually cost.

There are four ways to get credits. You can buy them in bulk for your tenant as a capacity pack of 25,000 credits a month, which is CAD 271.40 or USD 200. You can pay as you go through an

Azure subscription at one US cent per credit. You can commit to a one-year prepurchase plan. And some Dynamics 365 Premium licences include 1,000 credits per user per month. The per-user Copilot Studio licence, the one you need to build agents, is free of charge; the credits those agents consume come from one of those four sources. *[Correction: in the live session I said the Copilot Studio licence is free and comes with a pool of credits. The user licence is free; the credits come from a paid capacity pack, pay-as-you-go billing, a prepurchase plan or the credits included with Dynamics 365 Premium licences.]* It is an evolving economic model that Microsoft is really beginning to flesh out.

Scott Jorgens: And we have a cloud services team that can help you set up, purchase, renew and buy credits through Endeavor4.

Kevin Hatt: There is one example I want to highlight about the way credit consumption works, and it is Microsoft's own example for the Business Central Payables Agent. Inside Business Central there are pre-built agents: the Payables Agent, the Sales Order Agent and the Expense Agent, and those agents consume credits. Microsoft's rate for the Payables Agent is 50 credits per invoice plus 5 credits per line. So if you have 100 invoices of three lines each, you will consume about 6,500 credits processing them, which is about USD 65. And the first 50 invoices are free to try in a production environment.

I illustrate this because it is a new economic model. As you begin to think about the value that Copilot and agents are going to bring to your business, Microsoft has published estimators, which we can share, that give you an idea in advance of how many credits an agent, a Cowork task or a skill will consume. And Microsoft has given us good dashboards and portals to track and monitor the actual consumption of credits by those agents. Big topic.

4 What's New in AI

Slides 9 to 11 of the deck

Slide 10: What's new since the summer

Kevin Hatt: Let's move on to what is new in AI. I will frame it as "since the summer," from the first of July, and back a little to our last webinar in April. A lot has changed. In fact, the pace of change is the biggest story.

The Microsoft 365 Copilot app is now called simply Microsoft Copilot. On 25 September, Microsoft announced the new Copilot: a unified application with three modes. Home is the chat you are used to, plus Cowork, which has been generally available since June. Code is brand new and is for building small apps and automations. The third mode is Autopilot, the next level of

working on your behalf; it is in private preview, not yet generally available. Home and Code are rolling out through Frontier, the early access channel. What I will show you today is a hybrid that includes Cowork and Code; Autopilot is not yet available to show.

Slide 11: What's coming in the next 60 days

Kevin Hatt: A few dates for your calendar in the next 60 days.

On 1 November, the AI Builder capacity add-ons stop being sold and that usage moves to Copilot Credits. If your organization has been using the AI Builder capacity add-ons, that will switch over to Copilot Credits.

By 15 November, Microsoft retires the Release Planner. Microsoft used to plan release waves for Dynamics 365 and the Power Platform, typically a big wave every six months. They have increased the cadence to one continuous "AI at Work" roadmap, and I am finding that releases and functionality updates are now at a monthly level; it is not surprising to see things rolled out weekly. The process is that a feature reaches general availability, then tenants receive the update, then individual users receive it as the updates are applied to their workstations. So it is not unusual right now for people in the same organization to see slightly different things, depending on which updates have reached their computer. Business Central is the exception and keeps its April and October updates.

On 16 November, the new Sales Development Agent, which is in preview, starts consuming Copilot Credits. It remains in preview. *[Correction: in the live session I said it would be released to general availability on 16 November. Microsoft's announcement is that the preview starts consuming credits on that date; no GA date has been published.]*

The big one is Microsoft Ignite, 17 to 20 November in San Francisco. *[Correction: in the live session I said "the middle of September." Ignite is 17 to 20 November 2026.]* Microsoft typically releases a wave of agent announcements and new features at Ignite, so I am looking forward to that one, and our first newsletter after Ignite will contain more details.

On 1 December, Microsoft 365 Copilot becomes available without a base Microsoft 365 subscription. On the same date, usage-based billing for credits is switched on by default for new Microsoft 365 Copilot Business subscriptions bought through partners, with a default limit of 4,000 credits per user per month that your admin can adjust. *[Correction: in the live session I said usage billing would be on by default for Copilot generally. It applies to new Copilot Business subscriptions purchased through partners; existing subscriptions and the other Copilot SKUs are unchanged unless your admin turns it on.]* You are really starting to feel the shift from the per-user seat licence to the consumption-based model, and that is something everyone needs to be

aware of as we sprint through Q4. One more date from the slide: 31 December is when the current Copilot Business promotion ends.

5 From Adoption to Transformation

Slides 12 to 14 of the deck

Slide 13: From adoption to transformation

Kevin Hatt: The next topic is the concept of going from adopting AI and Copilot to the transformation that starts to happen after you have been using it for a while. I am working with a lot of clients right now, and what I see is a spectrum: initial adoption, then agentic work, and on the other side of that, transformation. I define these a little bit myself.

Adoption is the question "How can AI help me with my work?" You know you have this tool; how do you get it to help you with drafting, summarizing and meeting recaps? The value is the time saved for each person. It is personal productivity. It is real, but it is spread thin, and it is hard to see at the P&L level.

Agents are the middle stage. This is where AI begins to take on actual tasks and steps within a process. The Payables Agent in Business Central creates a draft invoice for you. The Sales Order Agent creates a draft quote. The service agent triages a support case. These are individual tasks you can hand to an agent, and the human is promoted to supervisor, reviewing and approving the agent's work. The value at this stage is that you put more work through the same process.

Transformation is a different thing altogether, because it is a different question. You stop asking "How do I give my work to AI?" You know AI can do that for you. The better question is about the work itself: how do we change the work to take advantage of the skills and strengths AI has natively? You start asking why a workflow exists at all and what you are trying to accomplish. You redesign the work around what AI does well, and you move people out of the grind work that AI is capable of and into a higher-value position, where they are driving the AI, prompting it, reviewing and approving its work, using the uniquely human judgement we all have.

Slide 14: Customer Zero: we run it on ourselves

Kevin Hatt: Speaking of Endeavor4: internally we call ourselves Customer Zero. This is all very new, and Endeavor4 has been adopting it rapidly ourselves. One number I am quite proud of: Microsoft scores Endeavor4's Copilot adoption at 85 against a peer benchmark of 37, taken directly from the Viva Insights Copilot Dashboard in October.

What we have learned, and it is the same for a lot of the companies we work with, is that the first month sets the habit. People who start with real work keep going. People who only get the

training deck do not. It is one thing to explain things conceptually; it is another to give people actual use cases and make the ask: start doing this task with this tool, and build the habit. The best starting points we found are the meeting recap, the email summary and drafting emails, and that is how most people begin with Copilot.

It is also interesting that the people who know the work best are driving the adoption. It is not coming from IT, and it is not command and control. Pockets of champions develop within the working groups themselves: the people who know the work and know the use case bubble up as the experts. So my thought for everyone deploying Copilot: find real-life workflow examples you can teach people. Not the conceptual; show them how they would actually do their job with it, as a starting point.

6 Show and Tell

Slides 15 to 18 of the deck

Slide 16: Agents and skills we use every day

Kevin Hatt: A little show and tell, in the spirit of showing rather than talking about it. Here are a couple of the use cases we run internally at Endeavor4.

We have a Pre-Check Agent, built as a Copilot Cowork skill. Before a proposal goes out to a client, it compares the proposal with the work plan, the estimates, the assessment we have done and any earlier work with that client, and it flags anything that does not line up: scope, estimates or assumptions that have changed. We are piloting it within our sales team right now, and it is a good example of using AI at a critical point in a process, before a proposal goes out the door.

Our development team runs a code review agent in our Finance and Supply Chain delivery team. It reviews developers' code at pull request time, before changes go live. We measured the cost: 659 review comments across 28 of 56 pull requests, at about 68 Canadian cents per review. That is incredibly high value for us.

What these have in common is that we take a real, recurring piece of work and embed AI in the process, and the people who know the work best make the final call. The agent does the reading that nobody has time for; the human decides whether it is right.

Slide 17: A Cowork skills library in Endeavor4

Kevin Hatt: Cowork skills are an interesting new development. Cowork only became generally available in June, and internally we are building a library of Cowork skills. As an example, our Business Central team has a library of 12 skills that help with discovery notes, requirements documents, process mapping and test scripts, making that work repeatable and reusable. One

job, one number: two client PDFs went in and 14 requirements documents came out, for about one monthly credit pack. The terminology our team has started to use is that this is the operating system for how they run an implementation, and it is beginning to run through Copilot Cowork skills.

Our internal rule of thumb is that once a skill has run cleanly three to five times, without a lot of back and forth and without new edge cases surfacing, that is when we look at promoting it to an agent: something more autonomous, where we can drop files in and get the output. That is different from a skill, which a user prompts, runs and shapes.

Slide 18: A closer look: skills and plugins in Cowork

[At this point Kevin shared his screen and walked through Copilot Cowork in the Endeavor4 tenant: the Chat, Cowork and Code modes, the Customize page where plugins and skills live, and the AI practice skills library. Slide 18 shows the same screen.]

Kevin Hatt: I will focus on Cowork and go to Customize; this is where the skills live. Let's start with the plugins. These are the plugins that let Copilot Cowork talk to your other source systems. There is a connector between Copilot Cowork and Dynamics 365 Customer Service, which is your support cases if you use it the way Endeavor4 does. There is Dynamics 365 Sales, the connector that lets Copilot reach your CRM and pull information about accounts, pipeline and opportunities. There is Dynamics 365 ERP, the connector that lets Cowork reach Finance and Operations for ERP-level data. And the big one that I am really excited about is the connector into Fabric IQ. We could talk for an hour about that one alone. It lets Copilot Cowork connect to your Power BI. If you already have a Power BI environment and you live and die in Power BI reports, the Fabric IQ connector connects to the semantic model and the reports you have built. It does not run the reports the way a human does, but the concept is that this plugin gets you to that Fabric and Power BI level.

Those are some of the connectors Cowork already has into other systems. You will notice by its absence that Business Central is not yet one of the out-of-the-box Cowork connectors. Hold that thought; I am going to show you where the Business Central connector does live.

Then the skills. Skills are user-created. In my mind they boil down to great big, complex prompts that Copilot builds with you, and they control which connectors are used, so they are much more than a simple prompt. Microsoft positions skills as the standard operating procedures of your organization: that holy grail of "I wish we had our processes documented." What are the prerequisites, what are the connectors and source systems, what are the tasks and steps we want a user to take to complete a job? Microsoft created Cowork skills to be exactly that, your documented standard operating procedures. Cowork helps you build them; there is a skill

builder agent that walks you through it, asks you questions and recommends connectors for the job. And you can build your own.

The roadmap for skills is that once a skill has been tested by users and the results are consistently solid, you will be able to promote it to an agent so that it runs more autonomously for you. Those are the two biggest things I would recommend everyone understand about Cowork: the ability to connect to source systems, and the ability to create specific skills that take advantage of those connectors.

Let me stop there for a quick drink of water and see if there are any questions, Scott.

Scott Jorgens: A few came in. One interesting one: there is the full paid Microsoft 365 Copilot user licence, and then there is Cowork on top of that, or Copilot Studio.

> ***Question from the chat:*** *When do you create agents that work where a user does not need a named subscription, and where is the named licence needed?*

Kevin Hatt: That is the most common question I am getting right now. The way it feels at the moment is that you start in Copilot Chat, building prompts to design an output. You are dragging in or attaching Excel files, Word documents or PDFs, all of that context, into the chat. If you can build a prompt that does the work you want, the next evolution is to turn it into a Cowork skill.

The Cowork skill does two things for you. It has connectors to the source systems, so you do not have to attach as much context, exports and spreadsheets; Cowork connects directly to those systems to get the data. And the prompt you recreate each time, or bookmark and reuse, becomes a more formal skill with much more power behind it.

Step three: if the Cowork skill and its connectors are working for you, and you are not making a lot of changes for different edge cases each time you run it, that is the time to think about promoting it to a Copilot Studio agent, where you put more harness, guardrails and guidelines around it and can publish the agent to other users. It is worth mentioning that when you work in Cowork, that is basically one user doing the work. When you go to Copilot Studio, you can share that agent with many people.

So: start in chat with prompts and documents. When that is solid, think Cowork skills that connect to your systems, refining the standard operating procedure. Then think Copilot Studio as the place to formalize it all and share it. Long explanation; I hope it helps.

On the licence itself: Copilot grounded in your own work data, which means Copilot in the apps and Copilot Chat over your email, meetings and files, needs the person to hold a paid Copilot

seat, and so do Cowork and Code, which consume credits on top of the seat. A Copilot Studio agent is paid for in credits, and the people who use it do not each need a Copilot seat. That is why the named user matters less as you move along that path.

Scott Jorgens: Between those three, it is a greater level of automation and a reduced reliance on the individual named user.

7 Business Applications and AI Agents

Slides 19 to 31 of the deck

Slide 20: Copilot across your business apps

Kevin Hatt: I want to cover the business applications and the AI agents that are starting to appear in them. By business apps I mean Business Central, Dynamics 365 Finance and Operations, Dynamics 365 CRM for Sales and Customer Service, Microsoft Teams and the Power Platform. What is happening is that Microsoft is embedding the Copilot experience into all of these business applications. Again, the terminology gets a little confusing, but hopefully we can help you out with it a little today.

One quick table before we go app by app. There are three columns for each app. There is Copilot the assistant, which is mostly included in the seats a user has. There are the agents, which run on credits. And there is a next level: whether the app has a connector or an MCP server. MCP is a term you are going to hear a lot. It stands for Model Context Protocol, and simply put, it is the standard plug that lets Copilot, Cowork and the agents you build read from and act on a business system like Business Central.

The MCP server for Business Central is a setup and configuration inside Business Central itself. It is the receiving connector that your agents connect to, and it is the gateway to the data inside Business Central. The Business Central MCP server reached general availability on 1 April, so it is live right now, and today it is reached through Copilot Studio. For those of you on Business Central, there is no native connector for Copilot Chat or for Cowork yet; the Business Central connection is currently for the Copilot Studio agents you build. But hold that thought, because I am going to show you a roadmap slide that says that is about to change.

Slide 21: Advanced: plugins, MCP and Fabric

Kevin Hatt: A little about the difference between plugins, MCP and Fabric. The best way to explain it is that plugins and connectors are a per-person switch in Copilot and Cowork. They connect to one system: Dynamics 365 Sales, Customer Service, ERP, Fabric IQ or the Power Platform. They are designed for one person who needs to ask about this customer, this invoice

or this order; they let the AI read it, update it and move on. The analogy I use is a straw: one sip from one system, good for an individual.

MCP is the standard plug that exposes a business application to agents, with more features and functionality behind it. Think of it as a wall socket: one standard plug that any AI tool can use and query, wired into the live system.

Fabric is the next layer on top of that. With the Fabric connector and Fabric IQ, your AI is not just able to see one business application; it can see the consolidated data across all of your applications. Fabric is where you bring the data from all of your systems together into one reservoir, which is actually called OneLake, and that means AI now has system-wide visibility of your data. Fabric is a very big topic; we could probably spend two hours on that one alone.

Slide 22: Copilot in Teams: where most people start

Kevin Hatt: Let's take a step back. The biggest tool and the best starting point we are seeing is Copilot in Teams; it is still where most people start. If you are like us and spend a lot of time in meetings, Copilot in Teams is an excellent AI tool for recapping the meeting, meeting notes and summaries. One thing most people do not know: if you launch the Copilot app within the Teams meeting, it is a full Copilot experience. The recap gives you a high-level summary of what happened, but you can go to Copilot and ask deeper questions that the summary alone may not have captured. It needs the Copilot seat, or Teams Premium for the recap alone.

Slide 23: Business Central v29: what arrives with your update

Kevin Hatt: The other one I am very excited about in the business applications is Business Central version 29. Version 29 began shipping in October, and those of you on Business Central will begin to see the ability to schedule the update to your sandbox; existing tenants update in a window that ends in February to early March 2027. Some of the biggest features in this version are related to Copilot. If you have tried it so far and clicked the Copilot button, you were probably underwhelmed, because it does not do much beyond summarizing the record you already have on the screen; you cannot really dive in. In version 29, that basic chat is replaced by Microsoft Copilot in Business Central: the full chat experience you have in the Copilot app, in Teams and in Outlook, but now running inside Business Central and grounded in your Business Central data. If the user also has a Copilot licence, it reaches their email, meetings and files as well.

Two things to know about its status. Microsoft labels it a production-ready preview, and in this first release it is read-only: it answers questions and finds things, but it does not create or change records, and it cannot call the Business Central agents, which run on their own. The example Microsoft has given for the early release is a natural-language question about the

inventory you are looking at on the screen, pulling information from the customer and the item records. The way I boil it down: what you now expect Copilot to do when you engage with it, you are going to find much closer to that experience inside Business Central version 29.

Scott Jorgens: And again, that is by the named user. If the named user cannot see the CEO's salary, you cannot ask Copilot that question, because it is not in that user's permissions.

Kevin Hatt: Exactly. Everything is still bounded by the user who is logged in. What they can see and what they have access to is what their Copilot can see.

Slide 24: Business Central roadmap, announced yesterday

Kevin Hatt: This is an ugly slide, captured yesterday. There is a big event going on in Europe this week, Directions EMEA in Paris (27 to 29 October), the Business Central partner conference, and Microsoft shared this roadmap, Copilot in Business Central: the road ahead. I wanted to grab it and highlight the last column, April 2027, because I think it is very important. In April 2027, what is coming to public preview is the ability to edit Business Central from Copilot and to edit Business Central from Cowork.

What that means is you will be able to start a chat in Copilot that says, "Connect to Business Central, find this customer or this order, and let's discuss it," and when you are done with that chat, Copilot will be able to make the updates back in the system of record, in this case Business Central. I think this is the holy grail of where we want to go: being able to do things in Business Central from directly within the Copilot chat experience, outside the ERP system itself. It looks like it is about six months away, but it is on the roadmap right now, and you can see everything building towards it.

For the record, the other milestones on Microsoft's slide were: Copilot in Business Central in public preview now, with GA planned for January 2027; Business Central in Cowork in early access for partners from Ignite in November and in public preview in January 2027; and in April 2027, in public preview, edit Business Central with Copilot, edit Business Central in Cowork, Business Central agents in Cowork, and business skills. Roadmap dates are Microsoft's stated intentions and they can move.

Slide 26: Business Central agents and MCP server

Kevin Hatt: In Business Central already today, in version 28 that most of you have, there are Business Central agents available. The three agents Microsoft has created are the Sales Order Agent, the Payables Agent, and, in preview for some of you, the Expense Agent. These agents run directly inside Business Central. They do not live outside it, and they cannot really do anything outside it other than connect to email.

Slide 27: A closer look: setting up the Payables Agent

Kevin Hatt: I want to show you this one screen because it illustrates the concept I am talking about. The first thing to note is that agent setup is not a project and it is not a development exercise. It is literally three pages of settings that you enable in Business Central for the agent. You get a brief summary of the agent itself. You get some cost metrics on how many credits the agent is consuming. And this is the configuration page where you associate an email account with the agent: that is how the agent monitors incoming emails from vendors, and it is the account it uses to respond to vendors. The Sales Order Agent works the same way; you give it access to an inbox.

The configuration is deceptively simple. What I am finding, working with some clients and in our own internal use, is that the testing is where the heavy lifting happens. As we all know, anything that arrives by email comes in different levels of quality: the text we get and the type of attachments we get with it. The testing, and finding the edges of the use cases, is where the work is.

Slide 28: Finance and Supply Chain: GA vs preview

Kevin Hatt: In Dynamics 365 Finance and Supply Chain, also known as Finance and Operations, there is a Dynamics 365 ERP connector available in Cowork, and it already lets someone in Copilot Cowork query Finance and Operations: give me an overview of this client, what is their credit limit, how many orders do they have, what is their receivables position? These connectors are coming on stream very quickly, and for Finance and Operations they are available now. The Dynamics 365 ERP MCP server is generally available too, while the Procurement Agent and the Account Reconciliation Agent are still in preview, so pilot those before you commit.

Slide 29: CRM: Sales and Customer Service

Kevin Hatt: For CRM, Sales and Customer Service, it is the same concept. In Copilot there are connectors, or plugins, for Dynamics 365 Sales and Customer Service. In Cowork, that lets us create skills that help triage a support case: look at the case, mine all the details, and let the user and the AI do the analysis of that case without leaving Copilot. You do more work inside Copilot and less work inside CRM itself, now that the AI can connect to it. It is the same for Dynamics 365 Sales: the connector lets Copilot see the customers, the accounts, the opportunities and all the details you have captured in your CRM system. These are available in Cowork today.

Scott Jorgens: And you have the MCP server there, which lets the Dynamics 365 applications talk to independent agents built in Copilot Studio, or to non-Microsoft agents. It is getting interesting: there is almost a competition over whose agents work better, and it removes the

dependency on only one vendor. Obviously we are team Microsoft, but Kevin's team has been working with the other tools as well.

Kevin Hatt: Exactly. That is why I like the wall socket model. It is a standard connector: if you have a plug that meets the standard, you plug it in and it draws electricity. Whatever AI tool you are using can communicate with the MCP server, ask it what functionality it has available, and then use AI to drive the conversation: query data, receive data, push data back to it.

Slide 31: Power Platform and automation

Kevin Hatt: The other surface, and I will speak about it only briefly, is the Power Platform, because everything we have been talking about, the underlying plumbing and the connectivity, really is the Power Platform underneath. Copilot Studio is where you build your own agents on your own data, and Cowork is now getting Power Platform connectors as well. I will not spend a lot of time on it; it is the back end, the plumbing, the architecture.

That is a quick tour of the business apps and where Copilot is beginning to show up.

8 Planning for the Future

Slides 32 to 37 of the deck

Slide 33: Governance: run agents like apps

Kevin Hatt: Let's talk a little about planning for the future. Governance is starting to become the big question that everyone wants to talk about, and rightfully so. What is Microsoft doing to give us that governance layer, that visibility layer, for the agents, and particularly for the credits being consumed by those agents and through Cowork? Microsoft gives us a couple of avenues, and I will boil it down for you.

The Microsoft 365 admin centre is where you go to see Copilot, Cowork, Code and the Work IQ API, the credits being used by each of those surfaces and by each agent, and the spending limits. If you want to know how your people are actually using Copilot and AI, you go to the Viva Insights Copilot Dashboard, which breaks it down for you: adoption, depth of use and impact, with benchmarks against other companies. Credits consumed by Copilot Studio agents are tracked separately, in the Power Platform admin centre. So the way to think about it is that the admin centre is where you see the licences, the credits and the costs, and the Viva dashboard is where you see how Copilot is being used. In the deck we are sending you there is a cheat sheet, on slide 44, of the portals and pages I use internally at Endeavor4 to understand, manage and supervise the agents and the credits we consume.

Scott Jorgens: When I last looked, Kevin, there were about a dozen sites you had to go through to get the full picture. There is definitely a lot of complexity your team is managing.

Slide 34: A closer look: spending policies in the admin centre

Kevin Hatt: There is, and it is worth a deeper dive. It is so important because this is the new economic model, and it is changing quite rapidly. If you are uncertain about it, I would love to be the one you reach out to, or Scott, or anyone on our team, to help demystify it a little.

I will close this part on spending policies, which are becoming the real discussion point. How do I set up groups of users within our company, estimate how many credits they are going to use, and see how many they have used? Microsoft has done a good job here. Policies and groups let you break people, roles and tasks down, give each group a budget of credits to work with, and monitor the consumption. Keep in mind that a spending policy is also the access control: Cowork stays switched off for a user until a spending policy includes them.

> ***Question from the chat:*** *On optimizing credit cost: more expensive models versus cheaper ones.*

Scott Jorgens: A member of your team answered that one in the chat earlier: the optimization within the models, more expensive credits versus cheaper credits. The less expensive models do not do the complex work, but for the routine work they consume far fewer credits, so overall you reduce your cost. There is a lot of optimization work your team is doing.

Kevin Hatt: It really is, and the technical people love that. It is the layer down; optimization is the next step after you have the basics in place. What I have said to people before is that we do not need Einstein coding payables invoices for us. We need it smart enough, intelligent enough, capable enough, but we do not necessarily need the latest state-of-the-art model doing that work. I think the evolution over the next six months is finding the steady state where the cost of the credits and tokens matches the level of intelligence we need to bring to bear.

Slide 35: Subscriptions: what each seat costs

Kevin Hatt: This is the slide I expect a few people are screenshotting. I will not go into all of the detail, but to boil it down: most of you have Microsoft 365 licences. If you have Outlook, Excel, Word, PowerPoint, SharePoint and OneDrive, you already have a Microsoft 365 licence. If you want to add the Copilot layer and the Cowork layer, and to start building agents, everything we have been talking about today, the row highlighted in green is the starting point: the Microsoft 365 Copilot add-on. For our Canadian customers that is CAD 40.70 per user per month on an annual commitment, or CAD 42.74 if you pay monthly, and for US customers it is USD 30. That is

the per-seat licence. For organizations of up to 300 users, Copilot Business is CAD 28.50 per user per month, and there is a first-year promotion of CAD 24.43 if you buy before 31 December.

Someone with the Copilot add-on has Copilot Chat and Copilot in the apps covered by that flat per-seat price. As soon as you get into Cowork or the agents, there is a Copilot Credit component on top. If that sounds a little confusing, Scott or I would love to engage in a conversation to help demystify it.

Scott Jorgens: And the Microsoft 365 Copilot add-on itself does not have consumption credits at this point.

Kevin Hatt: Correct. That is the per-seat licence. Credits only come into play when those users move into Cowork, Code or the agents.

Slide 37: Data readiness

Kevin Hatt: We have three minutes left, so right on schedule. The last thing I want to talk about is data as a concept. For many of you who are using AI now, one of the things that is evolving is this: "I am getting tired of exporting things to Excel and dragging them into a chat, and each time I start a new chat I have to give Copilot the same files." What is going to start happening is that AI reaches out to the source data itself. AI is only as good as the source data it can reach, or that you can provide. This is where the connectors, the MCP servers, clean data and a documented process around that data start to help.

Beyond that, I suspect it is really going to be the move towards Fabric IQ and the Power BI layer, where your data team consolidates the data across your multiple systems into one place, and AI connects to that data layer and sees the data across all of your systems without a human having to export it. Fabric is a fascinating conversation right now. We are deploying it ourselves internally, and I look forward to sharing more about our Fabric experience at our next session.

With that, over to Scott for closing remarks.

9 Closing remarks and next steps

Slides 39 to 44 of the deck

Slide 43: Next steps

Scott Jorgens: To wrap up: there are services on the advisory side, services on the building side, services on the monitoring side, and change management and adoption services. There is a lot of work to be done, and we are here to help with it, in addition to the subscriptions themselves.

Three next steps. Number one: we have a specific Q4 promotion for select clients, those who have already bought the paid Copilot, with additional services and advisory at no charge to help accelerate your adoption. Ask your Endeavor4 account team. Kevin can talk offline about advisory sessions, working sessions, workshops, group workshops and small workshops; there are different price points and different levels of depth, depending on your internal knowledge and what your team brings. Number two: reach out to our team and we can provide an introduction to Kevin and other members of the team; the QR code on the slide connects you to Kevin directly. Number three: sign up for the newsletter.

A little more about Endeavor4: we are now up to 179 consultants and 1,200 clients across the United States and Canada, with multiple offices and multiple awards. We are team Microsoft, with the small exception that Kevin and members of his team work with the non-Microsoft AI tools as well, both to keep an eye on them and as part of the adoption curve when a client already has one in an internal pilot or on paid licensing. We will work with the systems you have.

We are sending out an email with the slides. The recording will not be public, because this was a clients-only session; we may create a sanitized version for the public and for the newsletter. We will include those of you who attended today in the newsletter, and feel free to opt out if you are not ready for it, but please do share it with colleagues. The newsletter does not come easily; we are putting a lot of work into it, and we only want people who are interested and engaged receiving the tips and tricks from the team at Endeavor4.

Thank you very much, everyone. Have a wonderful day. We look forward to connecting with you offline or seeing you at one of our next webinars. As you saw on Kevin's roadmap slide, there are big updates coming in April 2027, and we will be sure to run a webinar following those updates, if not sooner. Please watch for our invitations.

Kevin Hatt: Thanks, all.

10 Resources

Two reference lists from the deck. Questions about anything in this transcript: contact your Endeavor4 account team, or book time with Kevin Hatt using the Book with me link in the follow-up email.

Key portals and dashboards (slide 44)

The portals and pages the Endeavor4 AI Practice uses to understand, manage and supervise Copilot, agents and credits. Most need an admin role in your tenant.

Portal	What it tells you	Address
Microsoft 365 admin centre: Copilot	Copilot settings, credit use and spending limits, agents in use, readiness	admin.cloud.microsoft
Microsoft 365 admin centre: Adoption Score	How well people are adopting Microsoft 365 and Copilot	admin.cloud.microsoft > Reports
Viva Insights: Copilot Dashboard	Copilot adoption, usage depth and impact, with benchmarks against other companies	analysis.insights.cloud.microsoft
Power Platform admin centre	Copilot Studio capacity, credits by environment, data loss prevention policies	admin.powerplatform.microsoft.com
Copilot Studio	Building agents and tracking each agent's consumption	copilotstudio.microsoft.com
Azure portal: Cost Management	Pay-as-you-go Copilot Credit charges	portal.azure.com
Microsoft Purview	AI data security, sensitivity labels, Copilot audit logs	purview.microsoft.com
SharePoint admin centre	Oversharing and data access reports: is your data ready for Copilot?	yourtenant-admin.sharepoint.com
Microsoft Entra admin centre	Users, groups, admin roles, sign-in security	entra.microsoft.com
Microsoft 365 Apps admin centre	Cloud policies for Office apps, including official brand kits	config.office.com
Teams admin centre	Copilot in meetings, transcription, app and agent permissions	admin.teams.microsoft.com
Message centre and Service health	Microsoft's advance notice of Copilot changes, and service status	admin.cloud.microsoft > Health

Public Microsoft sources behind the deck

Prices and status labels in the webinar trace to these public Microsoft pages, checked on 27 October 2026. The deck appendix lists which slides each source supports.

#	Source	Link
S1	Microsoft 365 Copilot for enterprise, pricing (Canada)	https://www.microsoft.com/en-ca/microsoft-365/copilot/enterprise
S2	Microsoft 365 Copilot Business, pricing (Canada)	https://www.microsoft.com/en-ca/microsoft-365/copilot/business
S3	Microsoft 365 enterprise additional services, plans and pricing (Canada)	https://www.microsoft.com/en-ca/microsoft-365/enterprise/additional-services-plans-and-pricing
S4	Partner Center announcements, July 2026	https://learn.microsoft.com/partner-center/announcements/2026-july
S5	Partner Center announcements, October 2026	https://learn.microsoft.com/partner-center/announcements/2026-october
S6	Microsoft Copilot overview (Microsoft Learn)	https://learn.microsoft.com/microsoft-365/copilot/copilot-overview
S7	Copilot Studio pricing (Canada)	https://www.microsoft.com/en-ca/microsoft-365-copilot/pricing/copilot-studio
S8	Copilot Studio licensing guide (Microsoft)	https://www.microsoft.com/licensing/guidance/Microsoft-Copilot-Studio
S9	Introducing the new Copilot with Home, Code and Autopilot (Microsoft blog, 25 Sep 2026)	https://blogs.microsoft.com/blog/2026/09/25/introducing-the-new-copilot-with-home-code-and-autopilot/
S10	Copilot Cowork is now generally available (Microsoft 365 blog, 16 Jun 2026)	https://www.microsoft.com/en-us/microsoft-365/blog/2026/06/16/copilot-cowork-is-now-generally-available/
S11	Cowork admin governance and usage-based billing (Microsoft Learn)	https://learn.microsoft.com/microsoft-365/copilot/cowork/cowork-admin-governance
S12	What's new in Cowork: expanded plugins and role-based skills (Microsoft Copilot blog, 21 Oct 2026)	https://techcommunity.microsoft.com/blog/microsoft-copilot-blog/what%E2%80%99s-new-in-cowork-expanded-plugins-and-role-based-skills/4566221
S13	Microsoft 365 Copilot release notes (Microsoft Learn)	https://learn.microsoft.com/microsoft-365/copilot/release-notes
S14	Bringing CRM into the flow of work (Microsoft Copilot blog, 8 Oct 2026)	https://www.microsoft.com/en-us/copilot/blog/2026/10/08/bringing-crm-into-the-flow-of-work-and-agents-into-business-process-for-sales-and-service-teams/
S15	One always-on roadmap (Dynamics 365 blog, 25 Aug 2026)	https://www.microsoft.com/en-us/dynamics-365/blog/business-leader/2026/08/25/one-always-on-roadmap-dynamics-365-power-platform-and-dataverse-join-the-ai-at-work-roadmap/
S16	Microsoft Ignite 2026	https://ignite.microsoft.com/
S17	Viva Insights Copilot Dashboard (Microsoft Learn)	https://learn.microsoft.com/viva/insights/org-team-insights/copilot-dashboard
S18	Business Central version 29, what's new (Microsoft Learn)	https://learn.microsoft.com/dynamics365/business-central/dev-itpro/whatsnew/whatsnew-update-29-0
S19	Business Central update cycles (Microsoft Learn)	https://learn.microsoft.com/dynamics365/business-central/dev-itpro/administration/update-rollout-timeline
S20	Use Microsoft Copilot in Business Central (preview) (Microsoft Learn)	https://learn.microsoft.com/dynamics365/business-central/chat-with-copilot

#	Source	Link
S21	Business Central consumption billing for agents (Microsoft Learn)	https://learn.microsoft.com/dynamics365/business-central/dev-itpro/administration/tenant-admin-center-manage-consumption-billing
S22	Payables Agent setup (Microsoft Learn)	https://learn.microsoft.com/dynamics365/business-central/payables-agent-setup
S23	Business Central MCP server overview (Microsoft Learn)	https://learn.microsoft.com/dynamics365/business-central/dev-itpro/ai/mcp-overview
S24	Business Central 2026 release wave 1 planned features (Microsoft Learn)	https://learn.microsoft.com/dynamics365/release-plan/2026wave1/smb/dynamics365-business-central/planned-features
S25	Dynamics 365 ERP MCP server (Microsoft Learn)	https://learn.microsoft.com/dynamics365/fin-ops-core/dev-itpro/copilot/copilot-mcp
S26	Copilot Cowork across Dynamics 365 ERP, release plan (Microsoft Learn)	https://learn.microsoft.com/dynamics365/release-plan/2026wave1/enterprise-resource-planning/finance-operations-crossapp-capabilities/use-copilot-cowork-orchestrate-insights-actions-across-dynamics-365-erp
S27	Dynamics 365 Finance pricing (Canada)	https://www.microsoft.com/en-ca/dynamics-365/products/finance/pricing
S28	Dynamics 365 Supply Chain Management pricing (Canada)	https://www.microsoft.com/en-ca/dynamics-365/products/supply-chain-management/pricing
S29	Dynamics 365 Sales pricing (Canada)	https://www.microsoft.com/en-ca/dynamics-365/products/sales/pricing
S30	Dynamics 365 Sales MCP server (Microsoft Learn)	https://learn.microsoft.com/dynamics365/sales/model-context-protocol-sales-overview
S31	Customer Service MCP tools overview (Microsoft Learn)	https://learn.microsoft.com/dynamics365/customer-service/develop/mcp-tools-overview
S32	Dynamics 365 Contact Center pricing (Canada)	https://www.microsoft.com/en-ca/dynamics-365/products/contact-center/pricing
S33	Microsoft Contact Center Intelligence (Dynamics 365 blog, 21 Oct 2026)	https://www.microsoft.com/en-us/dynamics-365/blog/business-leader/2026/10/21/microsoft-contact-center-intelligence-transforming-customer-experience-at-agentic-speed/
S34	What's new in Power Platform, September 2026 (Power Platform blog)	https://www.microsoft.com/en-us/power-platform/blog/power-apps/whats-new-in-power-platform-september-2026-feature-update/
S35	What's new in Copilot Studio (Microsoft Learn)	https://learn.microsoft.com/microsoft-copilot-studio/whats-new
S36	Microsoft Agent 365 (Canada)	https://www.microsoft.com/en-ca/microsoft-agent-365
S37	Microsoft Agent 365 now generally available (Microsoft Security blog, 1 May 2026)	https://www.microsoft.com/en-us/security/blog/2026/05/01/microsoft-agent-365-now-generally-available-expands-capabilities-and-integrations/
S38	Fabric IQ plugin in Copilot Cowork (Microsoft Learn)	https://learn.microsoft.com/fabric/iq/connectors/cowork-overview
S39	Fabric IQ in Microsoft 365 Copilot (Microsoft Learn)	https://learn.microsoft.com/fabric/iq/connectors/microsoft-365-copilot-overview
S40	Microsoft Fabric capacities available for purchase (Fabric blog)	https://community.fabric.microsoft.com/blog/fbc_fabricupdatesblogs/announcing-microsoft-fabric-capacities-are-available-for-purchase/5172353
S41	Office LTSC 2021 end of support (Microsoft Learn lifecycle)	https://learn.microsoft.com/lifecycle/announcements/office-ltsc-2021-end-of-support

#	Source	Link
S42	Introducing Microsoft Copilot for legal (Microsoft Copilot blog, Oct 2026)	https://techcommunity.microsoft.com/blog/microsoft-copilot-blog/introducing-microsoft-copilot-for-legal/4564246
S43	Set up the Sales agent in Microsoft 365 Copilot (Microsoft Learn)	https://learn.microsoft.com/microsoft-sales-copilot/set-up-sales-chat
S44	Recap in Microsoft Teams (Microsoft Support)	https://support.microsoft.com/teams/meetings/recap-in-microsoft-teams
S45	Targeted release retirement and Frontier (Microsoft Learn)	https://learn.microsoft.com/microsoft-365/admin/manage/targeted-release-retirement

Thank you for your business,

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LINK to subscribe to the Endeavor4 AI Newsletter

https://assets-usa.mkt.dynamics.com/7cecb651-b461-4968-9901-0b9abc71fd97/digitalassets/standaloneforms/dd11c3e4-99d3-f111-a059-7c1e525a1a48

11 Executive Summary

Overview

Our latest Copilot webinar explored how Microsoft's AI ecosystem is quickly moving beyond individual productivity toward connected, agent-driven work. We covered what's changing with Copilot, how organizations can progress from prompts to reusable skills and agents, and why security, governance, adoption and trusted business data are becoming increasingly important.

Key takeaways

- **Copilot is evolving quickly:** Microsoft continues to expand Copilot across Microsoft 365, Dynamics 365 and Business Central, with new capabilities for agents, Cowork, connectors and AI-enabled business processes.
- **Security follows existing permissions:** Copilot works within Microsoft's security environment and respects the permissions of the signed-in user, making good data access and security practices increasingly important.
- **From prompts to agents:** A practical approach is to start with a reliable prompt, turn repeatable work into a reusable Cowork skill, and eventually consider Copilot Studio agents when greater automation, control or broader sharing is needed.
- **Adoption starts with real work:** Meeting recaps, email summaries and drafting are excellent starting points. Adoption tends to improve when employees learn through practical workflows and internal champions rather than training alone.
- **Agents introduce new consumption costs:** While Microsoft 365 Copilot remains licensed per user, Cowork and agent-based scenarios can consume Copilot credits. Organizations should understand expected usage and monitor consumption as they expand AI.
- **Business applications are becoming more connected:** Copilot and agents are increasingly able to work with Dynamics 365 Sales, Customer Service, Finance, Supply Chain and Business Central through connectors and emerging integration technologies such as MCP.
- **Good data makes AI better:** As AI becomes more connected to business processes, clean data, reliable source systems, documented processes and technologies such as Microsoft Fabric become increasingly important.
- **Governance matters as adoption grows:** Organizations should establish appropriate visibility, spending controls and governance around Copilot licenses, agents and credit consumption.

Looking ahead

The bigger opportunity is not simply helping employees work faster. It is identifying repeatable processes where AI can take on more routine work while people continue to provide direction, judgment and approval.

The Endeavor4 team can help with Copilot strategy, adoption, implementation, agents, governance and connecting AI to your Microsoft business applications.
https://www.endeavor4solutions.com/ai/ai-copilot/