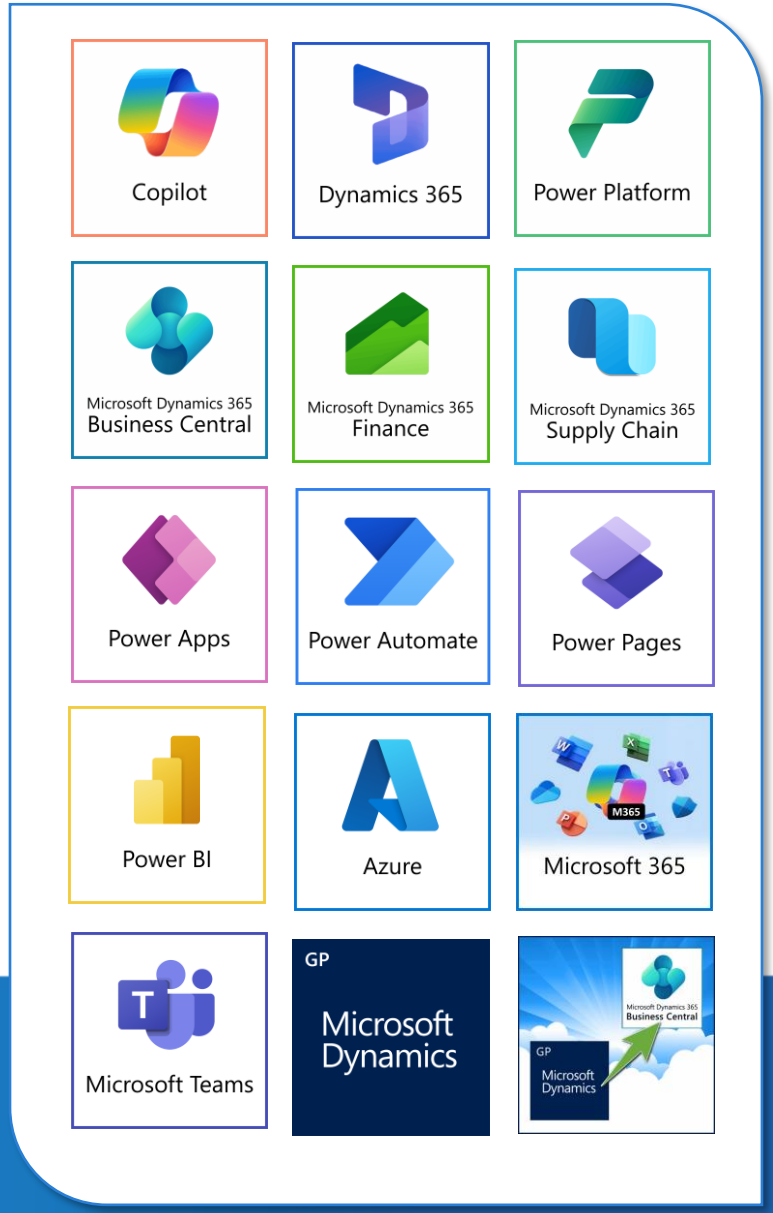
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Fall 2026 Update: Microsoft Copilot and AI

https://www.endeavor4solutions.com/ai/ai-copilot/



Client webinar | Wednesday 28 October 2026 | 11:00 to 12:00 ET

Kevin Hatt, Senior Director, AI Practice, Endeavor4

khatt@endeavor4solutions.com

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Endeavor4, 37+ years in Microsoft AI, ERP, CRM, & Specialty Cloud

AI & ADVISORY

AI Strategy & Design
- Microsoft Copilot
- Process Automation

Cloud Consulting
- Azure Platform
- Microsoft 365

Advisory Services
- Process Design
- Incremental Digital Transformation
- Application Management

Data & Analytics

Enterprise

Microsoft Dynamics 365
- Finance
- Supply Chain
- Customer Service & Sales
- Contact Center

Power Platform
- Power Apps
- Power Pages Portal
- Power Automate
- Power BI
- Copilot Studio

Azure Platform & AI

Mid-Market & SMB

Business Central ERP
- Core Financials
- Distribution
- Manufacturing
- Customer Service
- Sales

Power Platform

Microsoft Dynamics NAV

Microsoft Dynamics GP
- Long-term GP Support
- GP to Business Central

Specialty Cloud Apps

Industry Accelerators
- Endeavor4 ERP
- Endeavor4 CRM

Canadian Municipal
- ERP - SylogistGov
- CRM - Contact Centre

Aerospace & Defense
- ERP United States
- ERP Canada

3rd Party ISV Add-ons

Our 4 core values of *Knowledge. Integrity. Trust. Accountability*

Welcome: how the next hour works

Your Presenter

- Kevin Hatt, Senior Director, AI Practice, Endeavor4.
- We run Copilot and AI on ourselves first (Customer Zero), then with clients.
- Today is education, not training: what exists, what it costs, what is working.

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How to take part

- Questions in the Q&A panel at any time; we'll collect them for the end.
- Links go in the chat.
- The slides will follow by email.

Quick poll

Where are you with Copilot today?

- 1. Not started
- 2. Copilot Chat only
- 3. Some paid licenses
- 4. Building agents

Type the number in the chat.

So what for you: **One idea for the hour: the paid seat buys Copilot grounded in your work; agents run on credits.**

Today’s Agenda

- ✓ **Copilot Today:** Understanding the Microsoft Copilot ecosystem, subscriptions and tokens.
- ✓ **What's New in AI:** Recent Microsoft Copilot updates and upcoming capabilities.
- ✓ **From Adoption to Transformation:** Realizing business value with AI.
- ✓ **Recent internal and client examples:** a short Show-&-Tell, as seeing is believing.
- ✓ **Business Applications & AI Agents:** Copilot across Teams, Business Central, F&SCM, Contact Center, CRM, Power Platform, and automation.
- ✓ **Planning for the Future:** Governance, licensing, and data readiness considerations.
- ✓ **Live Q&A.**



Copilot

Our thread for the hour: The paid Copilot seat buys Copilot grounded in your email, meetings and files, with priority access. Agents mostly run on Copilot Credits. Know which one you are buying.

The words we will use today

Copilot Chat

The included chat. Web grounded, free with your Microsoft 365 work account.

M365 Copilot

Microsoft's AI assistant inside the apps you already use: Word, Excel, Outlook, Teams, Business Central, Dynamics 365.

Cowork

Copilot that runs long, multi-step tasks for you. GA since June 2026.

Agent

Software that does a job on its own, with a person approving the result.

Copilot Credits

The meter for agents and Cowork. 25,000 credits a month for CAD 271.40.

MCP

Model Context Protocol: the standard plug that lets AI read and act on a system such as BC.

Work IQ

Copilot's access to your email, meetings and files, within your permissions.

Frontier

Microsoft's early-access program for new Copilot features. Admins opt a tenant in.

GA vs preview

GA: you can commit to it. Preview: you can try it, and it may change.

So what for you: **Nine words cover everything Microsoft announced this fall, so the slides can stay short.**

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1 | Copilot Today

Copilot Today: Understanding the Microsoft Copilot ecosystem, subscriptions and tokens.

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The Copilot family in one picture

Copilot

Copilot Chat

Free- INCLUDED

Included with your Microsoft 365 work account

- Answers from the **web**, and from a file you open or upload
- Unlicensed users also get limited, capacity-dependent Copilot in the apps (Basic)

Microsoft 365 Copilot and Copilot Business

PER SEAT

Copilot inside your work

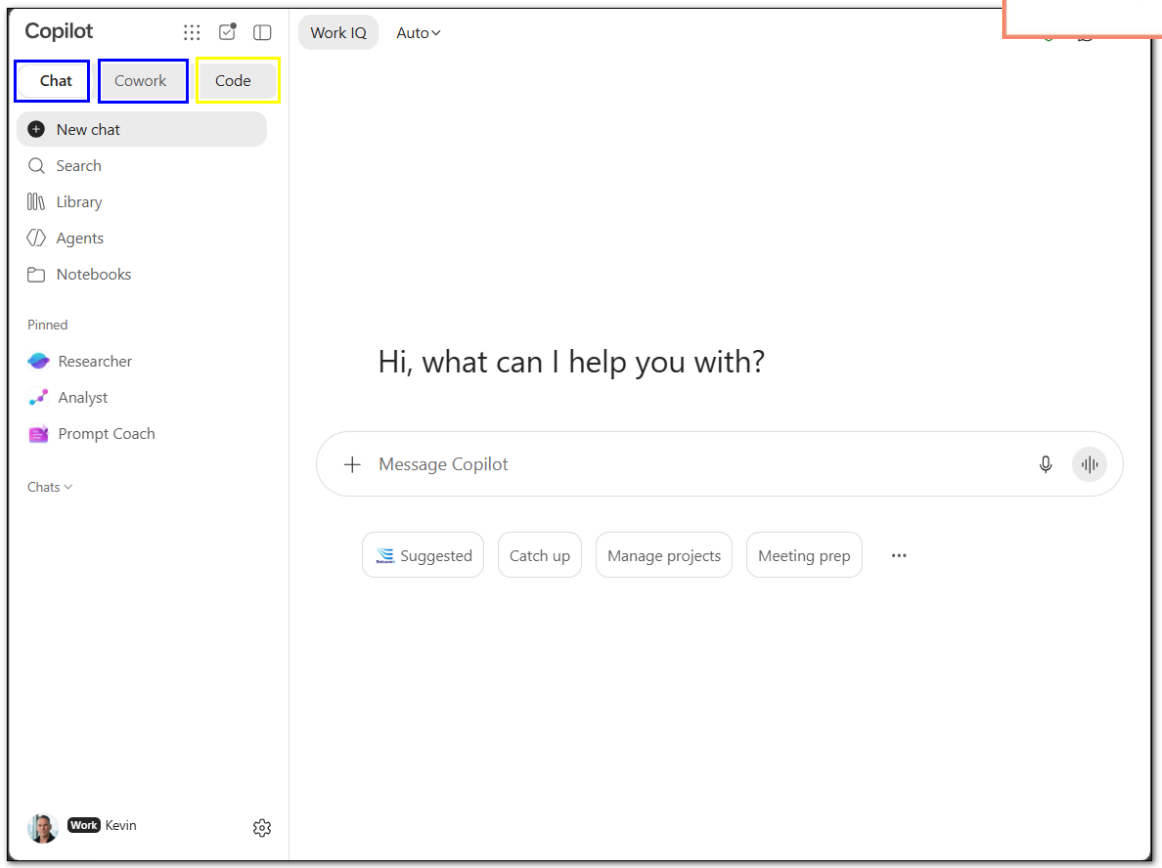
- Priority access, grounded in your email, meetings and files in Word, Excel, Outlook and Teams
- Copilot Business is the version for up to 300 users

Agents and Cowork

CREDITS

Copilot does the work for you

- Cowork runs long, multi-step tasks (GA June 2026)
- Build agents in Copilot Studio; Microsoft ships ready-made agents in BC and Dynamics 365



So what for you: **The paid seat buys Copilot grounded in your work with priority access; agents run on credits.**

Tokens: how Copilot Credits work (1 credit = $0.01) (Cowork, Code, Copilot Studio Agents)

A credit is the meter for agents and Cowork

- 25,000 credits a month: CAD 271.40 / USD 200 per pack
- Pay as you go: USD 0.01 per credit; prepaid saves up to 20%

Microsoft example: Business Central Payables Agent

- 50 credits per invoice plus 5 per line
- 100 three-line invoices = 6,500 credits, about USD 65; the first 50 invoices are free

Keeping spend predictable

- Finance, SCM and Sales Premium include 1,000 credits per user per month
- Cowork is off until an admin sets a spending policy; new Copilot Business via partners gets a 4,000-credit cap from 1 Dec

Payables Agent billing

The Payables Agent connects to a shared mailbox and processes incoming emails and imports and extracts information from vendor invoices and processes those invoices with AI, presented to agent supervisors in a Purchase Document Draft. The following table shows how the Business Central scenarios performed by the Payables agent are mapped to Copilot Studio events.

Expand table

Feature	Copilot Studio event scenario	Copilot Credits
Process invoice	Agent action x 10	50
Process invoice line	Agent action	5

Microsoft Dynamics 365 Business Central

Microsoft Learn, Business Central consumption billing: Payables Agent, captured 27 Oct 2026

DETAIL

Feature	Copilot Studio event scenario	Copilot Credits
Process invoice	Agent action x 10	50
Process invoice line	Agent action	5

So what for you: **Price one process before you buy credits; the first 50 Payables invoices cost nothing.**

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2 | What's New in AI

What's New in AI: Recent Microsoft Copilot updates and upcoming capabilities.

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What's new since the summer

A new Copilot app

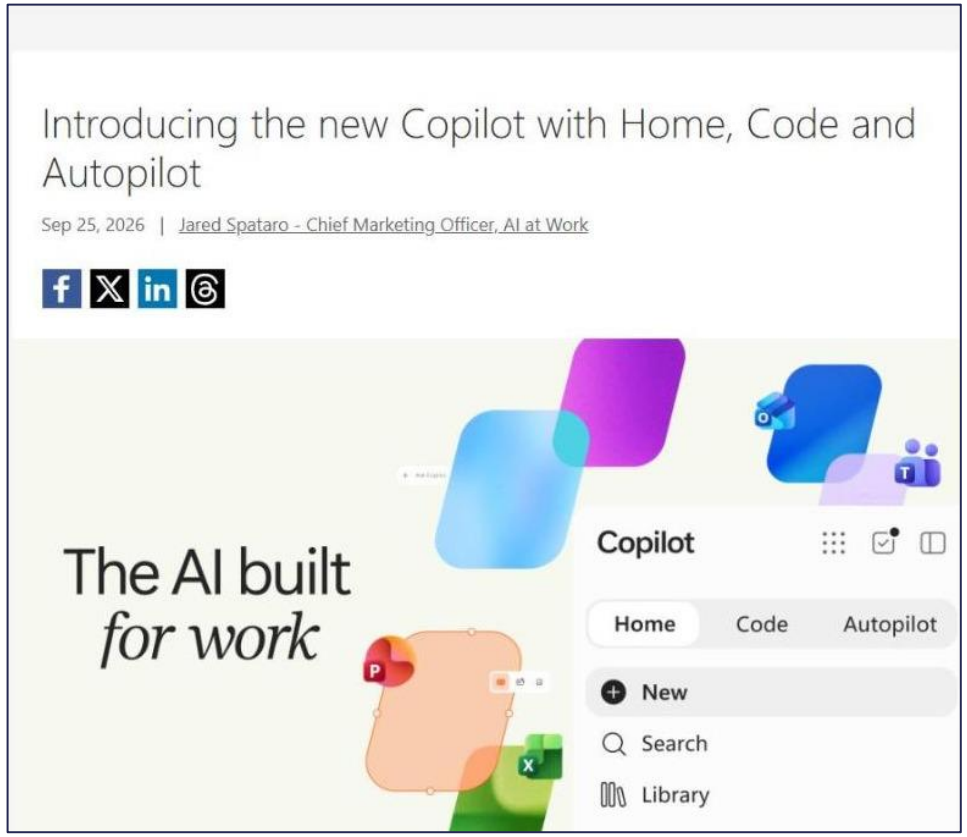
- The Microsoft 365 Copilot app is now "Microsoft Copilot" (copilot.cloud.microsoft)
- 25 Sep: Home and Code via Frontier; Autopilot in private preview. 6 Oct: Search and Chat merged, switch model

Cowork grows up

- GA since 16 Jun; Dynamics 365 ERP in Cowork GA the same day
- 30 CRM skills (Sales, Service, Customer Insights) GA 8 Oct; Copilot for legal GA; Power Platform connectors and role skills (21 Oct)

Your data, and your agents, under control

- Fabric IQ GA in Copilot Chat and Cowork (25 Sep); no extra Fabric capacity for the plugin
- Agent 365 (GA 1 May) is the control plane for agents



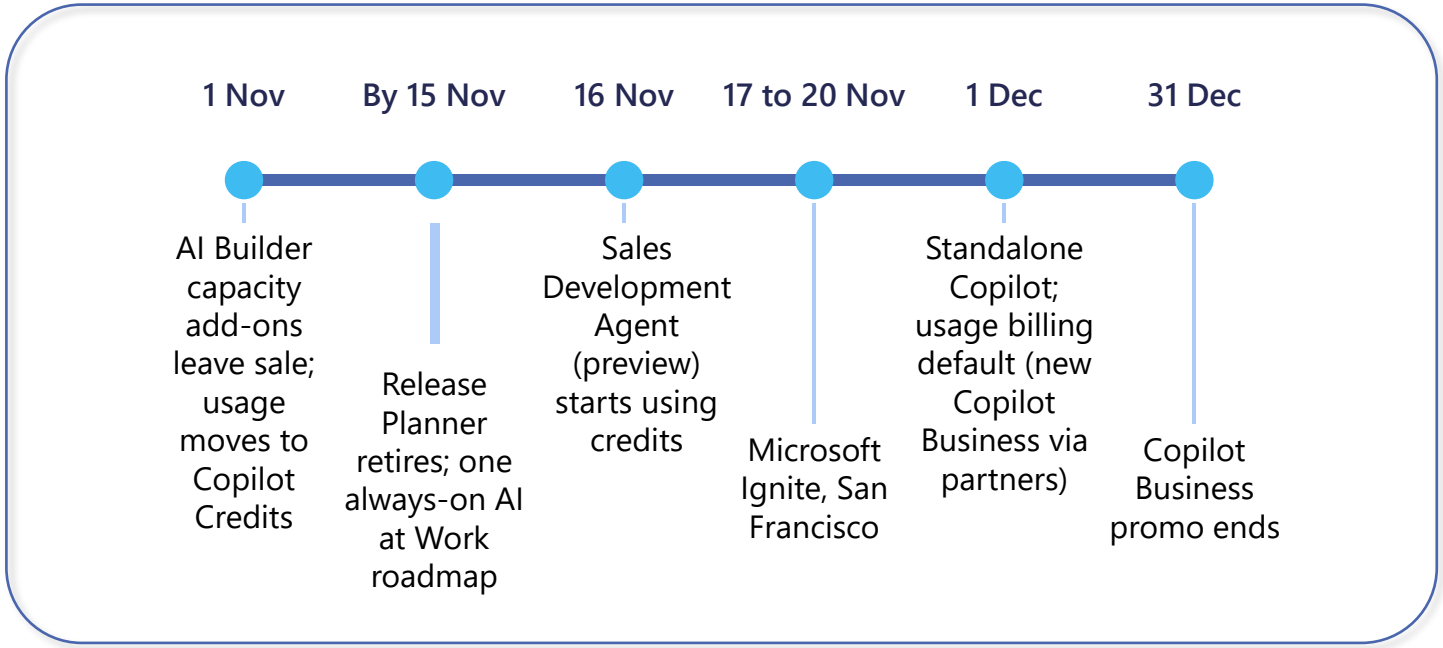
Microsoft blog, 25 Sep 2026: the new Copilot with Home, Code and Autopilot, captured 27 Oct 2026

So what for you: **Most of this works with licences you may already own; the new part is Cowork and the agents.**

What's coming in the next 60 days



ignite.microsoft.com, captured 27 Oct 2026



How Microsoft now ships

- Release waves are retired for Dynamics 365 and Power Platform; Business Central keeps April and October
- Frontier is the early-access channel; admins opt a tenant in. Targeted release retires January 2027

So what for you: **Two dates to act on: 31 Dec for a 2027 Copilot Business decision, and your Business Central update window.**

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3 | From Adoption to Transformation

From Adoption to Transformation: Realizing business value with AI.



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From adoption to transformation

1. Adoption

"How can AI help me with my work?"

- Drafting, summarising, meeting recaps
- Value: time saved, person by person

2. Agents

AI takes on steps of a process

- Payables, sales orders, case triage: AI prepares, people approve
- Value: more work through the same process

3. Transformation

"How do I give my work to AI to do for me?"

- The work itself changes
- Value: a process redesigned around what AI does well

What we mean by transformation

Transformation is when the work itself changes because of AI. You question why a workflow exists, redesign it around what AI does well, and move people from doing the work to directing and approving it.

So what for you: **Adoption saves minutes; transformation changes the P&L, so ask the second question.**

Customer Zero: we run it on ourselves

85

Microsoft's Copilot adoption score for Endeavor4
against a peer benchmark of 37
Viva Insights Copilot Dashboard, Oct 2026

What we learned

- The first month decides the habit: start people with real work, not training
- Meeting recap and Copilot Chat are how most people begin; the people who know the work drive adoption

What it means for you

- Start with a few real workflows and share prompts between colleagues
- Measure with the dashboard you already have: no paid Viva licence to view; benchmarks need 50+ licences



Microsoft Learn: the Copilot Dashboard in Viva Insights, captured 27 Oct 2026

So what for you: **Start with real work, share the prompts, and measure with the dashboard you already have.**

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4 | Show and Tell

Recent internal and client examples: a short Show-&-Tell, as seeing is believing.

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Agents and Skills we use every day

Sales Pre-Check Agent (Copilot Cowork)

- Compares a Business Central proposal with its work plan and assessment before it goes out
- In pilot with our sales team; a person still sends the proposal

Code Review Agent (our F&SCM delivery team)

- Reviews developer code before changes go live
- 659 review comments on 28 of 56 pull requests, about CAD 0.68 of Azure cost per review

What they have in common

- Each takes a real, recurring piece of work
- People make the final call; the agent does the reading



So what for you: **Pick one recurring task, give it to an agent, and keep a person on the approve button.**

A Cowork skills library in Endeavor4

12 Cowork skills, one library

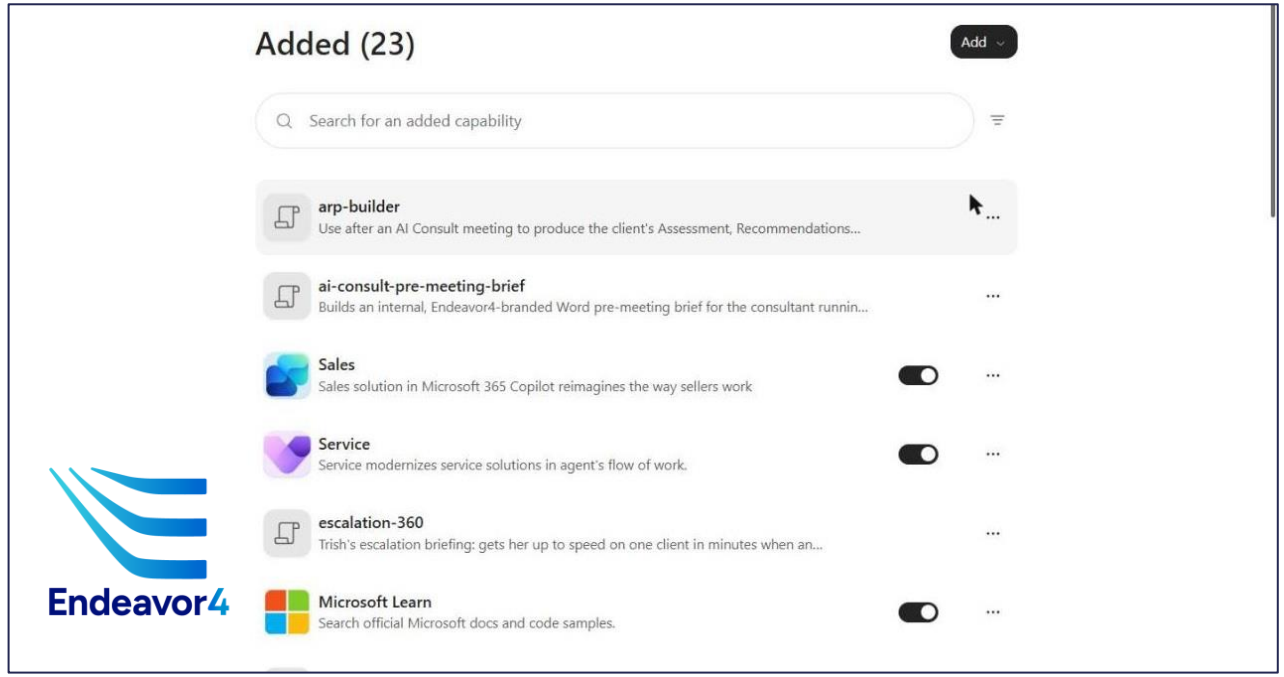
- Discovery notes, requirement documents, process maps, test scripts
- The team calls it the operating system for how they run an implementation

One job, one number

- Two client PDFs became 14 requirement documents
- Consultant value moved from writing to reviewing

A skill becomes an agent after 3 to 5 clean runs

- Prove it with a person in the loop first, then automate it
- That is the path from Cowork to agents for any team

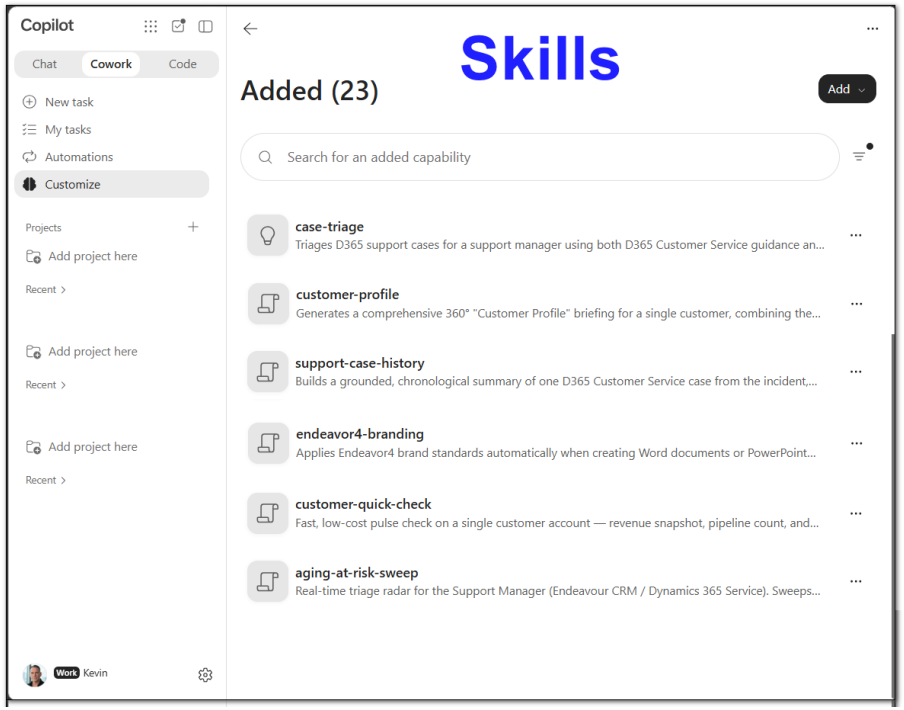


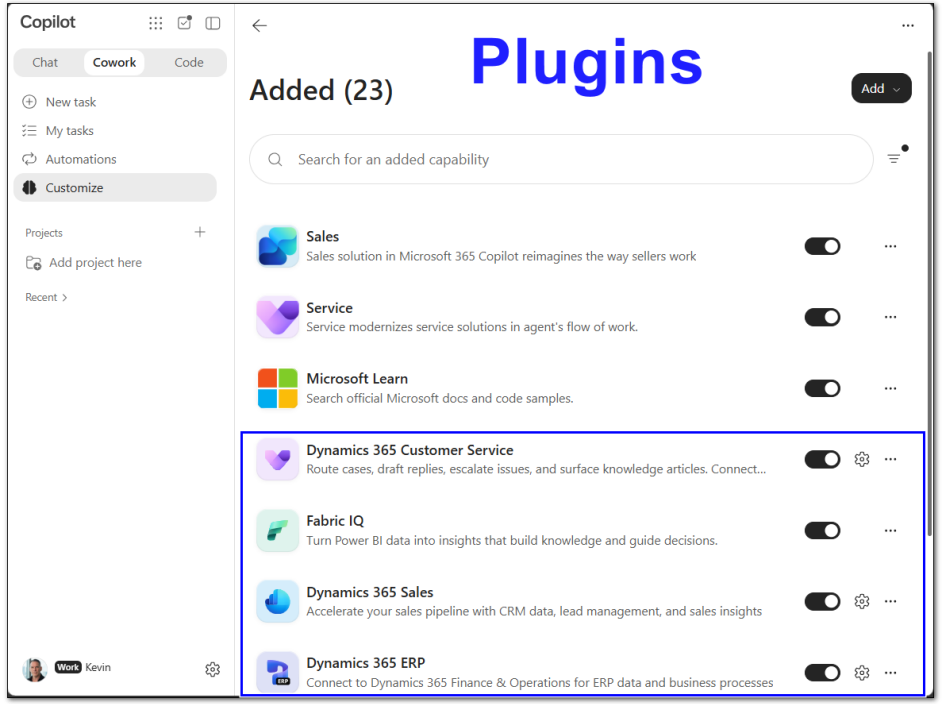
Copilot Cowork, skills and plugins in the Endeavor4 tenant (AI practice library), captured 27 Oct 2026

So what for you: **Prove a skill with a person in the loop; automate it after three to five clean runs.**

A closer look: skills and plugins in Cowork

Copilot





1. Skills: reusable recipes the team wrote, such as customer-profile and support-case-history
2. Plugins: Dynamics 365 Customer Service, Sales and ERP, switched on per person
3. Fabric IQ: Copilot answers from Power BI models, no extra capacity for the plugin

So what for you: Each skill and plugin is a switch per person, which is how you keep control of what Cowork can reach.

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5 | Business Applications and AI Agents

Business Applications & AI Agents: Copilot across Teams, Business Central, F&SCM, CRM, Power Platform, and automation.



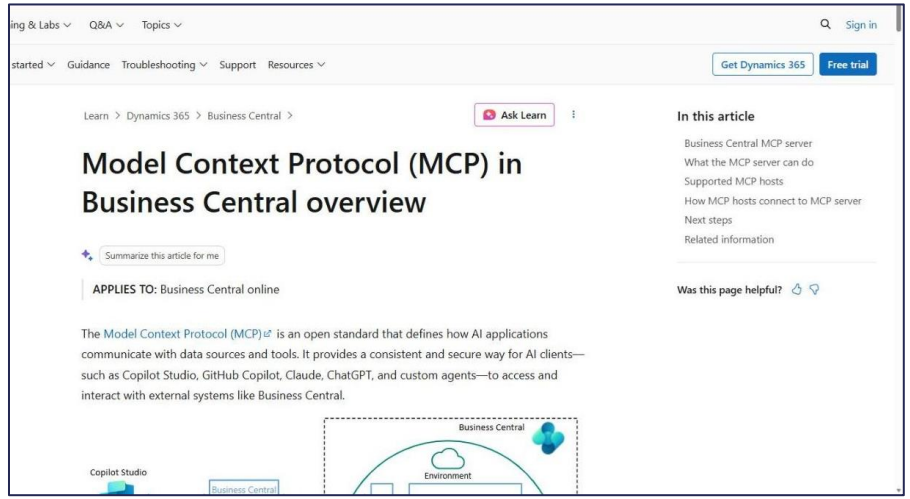
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Copilot across your business apps

Copilot

App	Copilot (assist)	Agents	MCP server
Business Central	Included; Microsoft Copilot in BC: preview (v29)	Sales Order, Payables: GA. Expense: preview	GA (1 Apr 2026); data queries preview
Finance and Supply Chain	Included	Procurement, Account Reconciliation: preview	GA (27 Jan 2026)
Sales	Sales agent: available	Sales Development Agent: preview	Available
Customer Service	Included	Intent, Case, Quality, Knowledge: GA	GA
Teams and Outlook	Microsoft 365 Copilot seat	CRM in Teams: preview	via Copilot Studio agents

GA = generally available. Preview = may change; "production-ready preview" is Microsoft's term for a preview supported in production. Status as of 27 Oct 2026.



Microsoft Learn, Business Central MCP server overview, captured 27 Oct 2026

MCP connects AI to your ERP and CRM

- The standard way for Copilot, Cowork and your own agents to read from and act on business systems
- Today the documented path from Microsoft 365 Copilot to BC data is a Copilot Studio agent using the BC MCP server

So what for you: Seats buy grounded Copilot, credits buy agents, and MCP is how AI reaches your ERP and CRM.

Advanced: Plugins, MCP, and Fabric

	What it is	Best for	Analogy
Plugins and connectors	A per-person switch in Copilot or Cowork that reaches one system with your permissions: Dynamics 365 Sales, Service, ERP, Fabric IQ, Power Platform connectors	A person who needs this customer, this invoice, this order, now; read it, update it, move on	A straw: one sip from one system
MCP (Model Context Protocol)	The standard plug a system exposes so agents can find, create and update inside it: Business Central, Finance and Supply Chain, Customer Service, Sales	An agent working a process end to end, and the way Microsoft 365 Copilot reaches Business Central data (through a Copilot Studio agent)	A wall socket: one standard plug any AI tool can use, wired into the live system
Fabric and Fabric IQ	The data platform where you land and model data from every system, with the business vocabulary on top; Copilot Chat and Cowork answer from your Power BI models	Questions across systems and across time: trends, totals, “all customers, last 12 months”, dashboards, and grounding for every agent at scale	A reservoir: all the water from every system, pooled and cleaned, for the big questions

Copilot in Teams: where most people start

Microsoft Teams

Meeting recap: the number one on-ramp

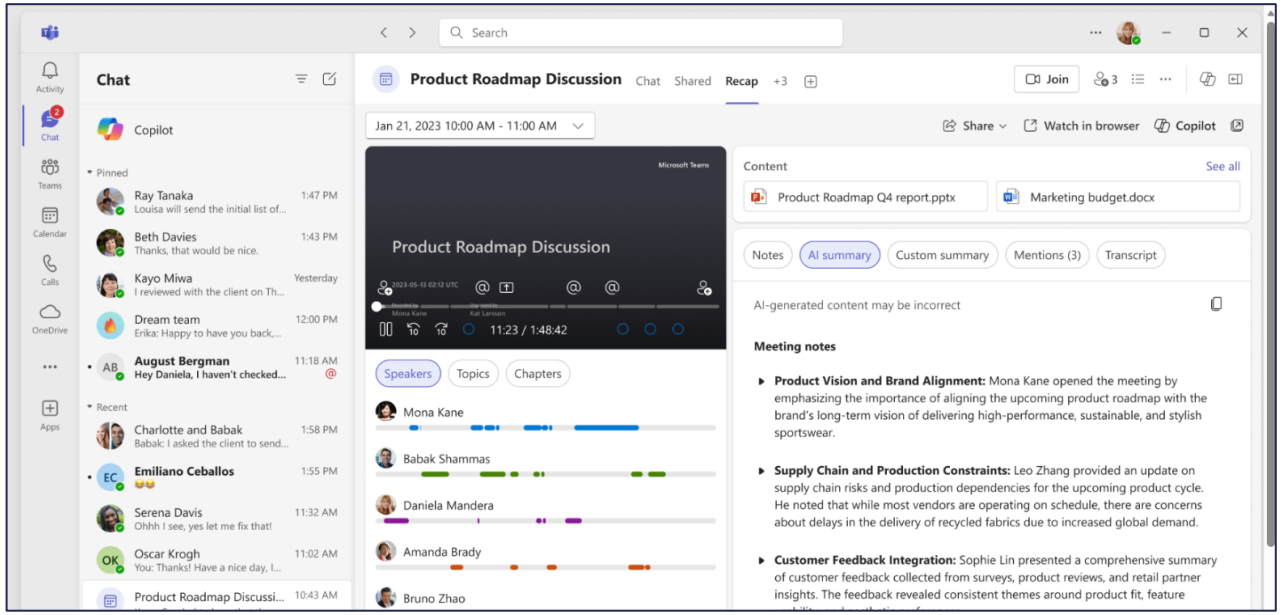
- Notes, decisions and actions from any recorded meeting, with speaker and topic markers
- In our own data this is how most people first used Copilot

Copilot in chat and channels

- Catch up on a channel, draft a reply, ask about a shared file
- Grounded in your work with the paid seat (Microsoft 365 Copilot or Copilot Business)

What is new

- CRM in Teams (preview, 8 Oct): sellers see and update Dynamics 365 records without leaving Teams
- Agents you build in Copilot Studio can be published into Teams chat



Meeting recap in Teams. Microsoft's own screenshot (Microsoft Support), captured 27 Oct 2026

So what for you: **If your team does nothing else this quarter, turn on meeting recap and share the prompts.**

Business Central v29: what arrives with your update

Microsoft Dynamics 365 Business Central

PREVIEW | v29, OCTOBER 2026

What changed

- Microsoft Copilot in BC replaces Chat with Copilot: the Copilot chat experience inside BC, grounded in your data
- With a Copilot licence it also reaches your email, meetings and files (Work IQ)

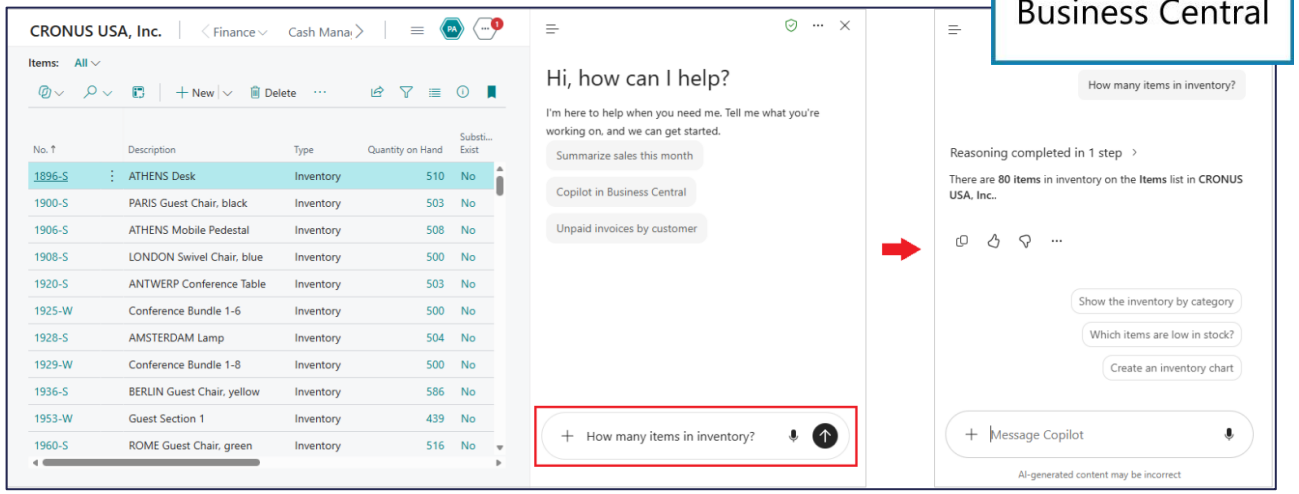
Status: production-ready preview

- Read-only: it answers and finds; it does not create or change records
- It cannot call the BC agents; those run on their own (slide 26)

When you will see it

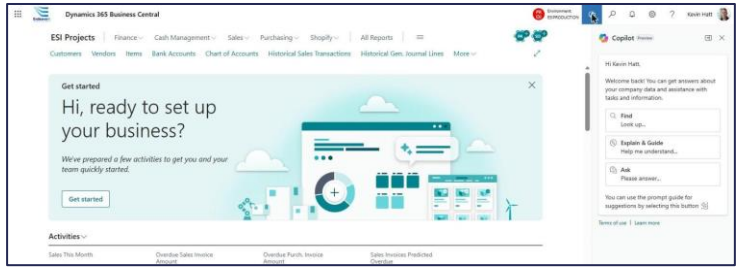
- Existing tenants update in a window that ends February to early March 2027
- Nothing for you to do: it arrives with the update

v29 (MICROSOFT'S PREVIEW SCREENSHOT)



v29: Microsoft Copilot in Business Central. Microsoft's preview screenshot (Microsoft Learn), captured 27 Oct 2026

TODAY (v28)



Today (v28): Chat with Copilot, Endeavor4 production, captured 27 Oct

What to expect from us
Our sandboxes move to v29 in the coming weeks. We will show it hands-on in the newsletter once it lands.

So what for you: **Nothing to do, it arrives with your update; plan the update window with your account team.**

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BC Roadmap- announced yesterday

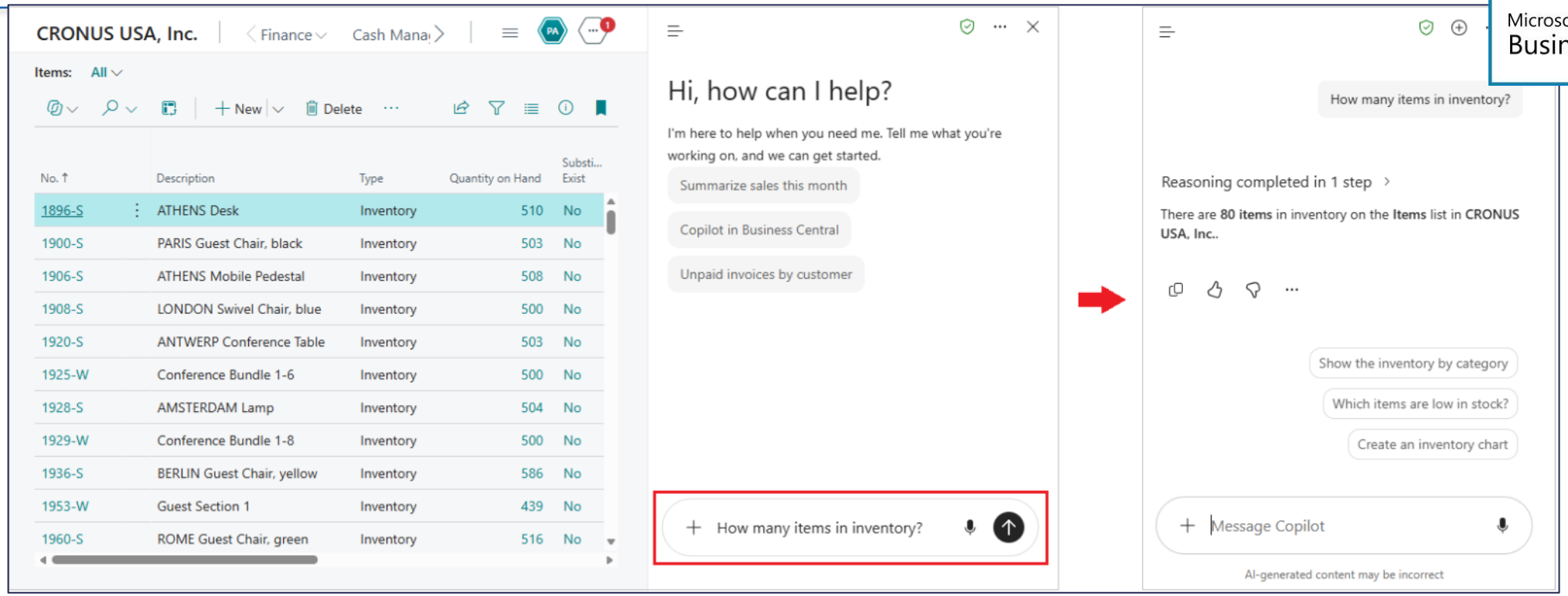
Microsoft Dynamics 365
Business Central



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A closer look: Microsoft Copilot in BC (v29 preview)

Microsoft Dynamics 365
Business Central



1. Ask in plain language from any page: "How many items in inventory?"
2. Suggested prompts, and the Microsoft Copilot agents available in the same pane
3. The answer shows its reasoning and cites the page, so you can click through and check

Microsoft's own preview screenshot from Microsoft Learn (Cronus demo company), captured 27 Oct 2026. Read-only preview; it cannot change records or run BC agents.

So what for you: It answers and cites but does not change records, so it is a safe first thing to switch on.

Business Central agents and MCP Server

Ready today (GA)

- Sales Order Agent: customer emails become quotes and orders for review
- Payables Agent: vendor invoices become purchase invoices; 50 credits plus 5 per line; first 50 free

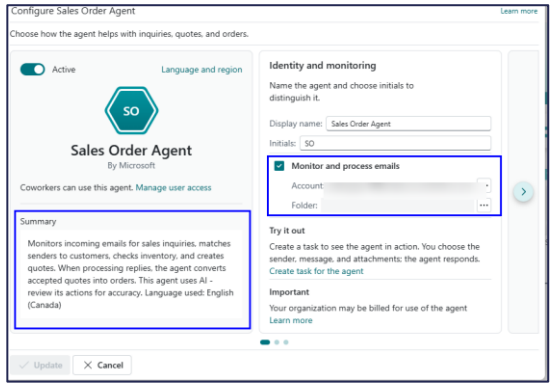
In preview

- Expense Agent: receipts to expense reports, 50 credits per receipt
- The BC agent designer is sandbox-only

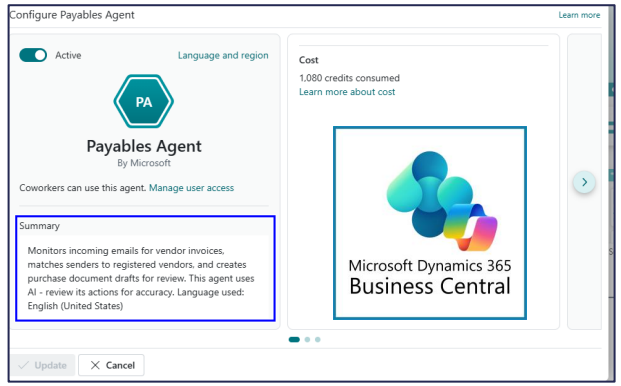
The BC MCP server (Copilot Studio Agents)

- Enhanced server GA since 1 Apr 2026
- v29 adds read-only data query tools, labelled preview in the product

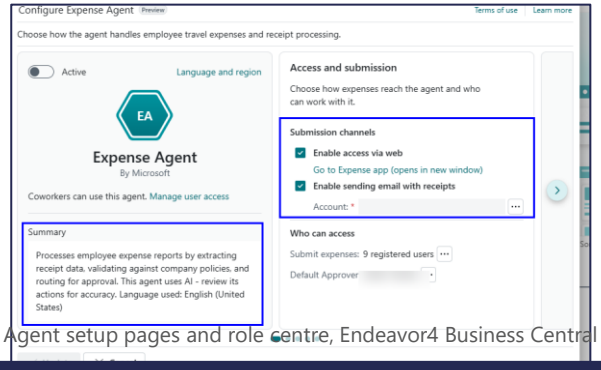
Sales Order Agent (GA)



Payables Agent (GA)



Expense Agent (preview)



AGENTS IN THE ROLE CENTRE



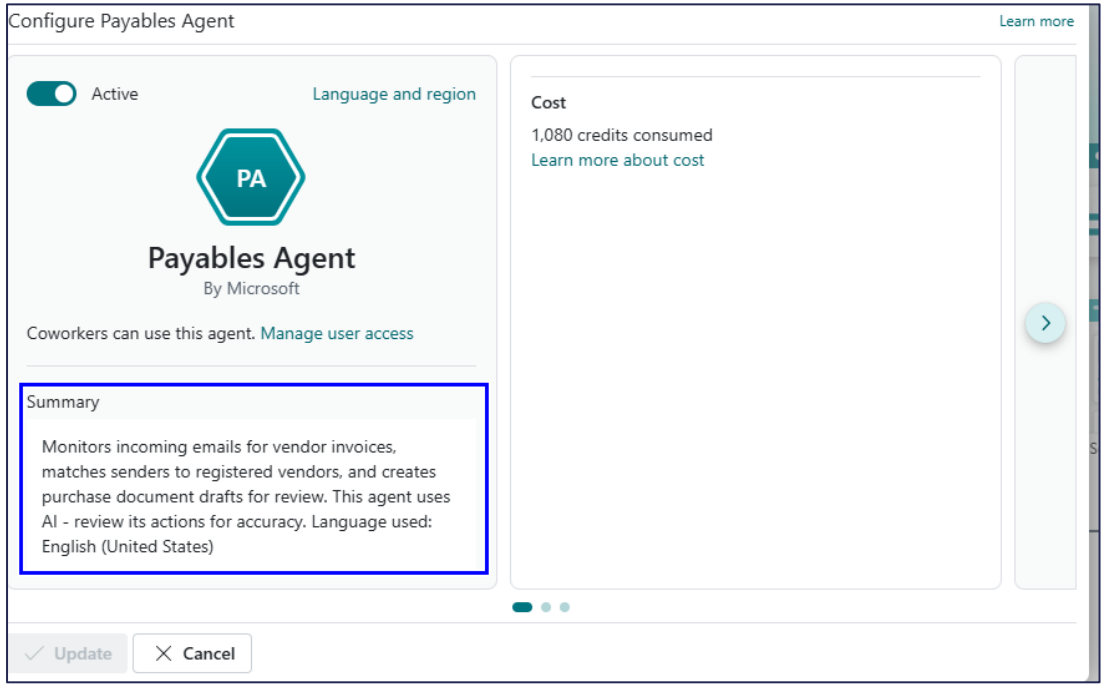
Each agent gets a badge in the role centre (SO, PA, EA and others) with the number of items waiting for review.

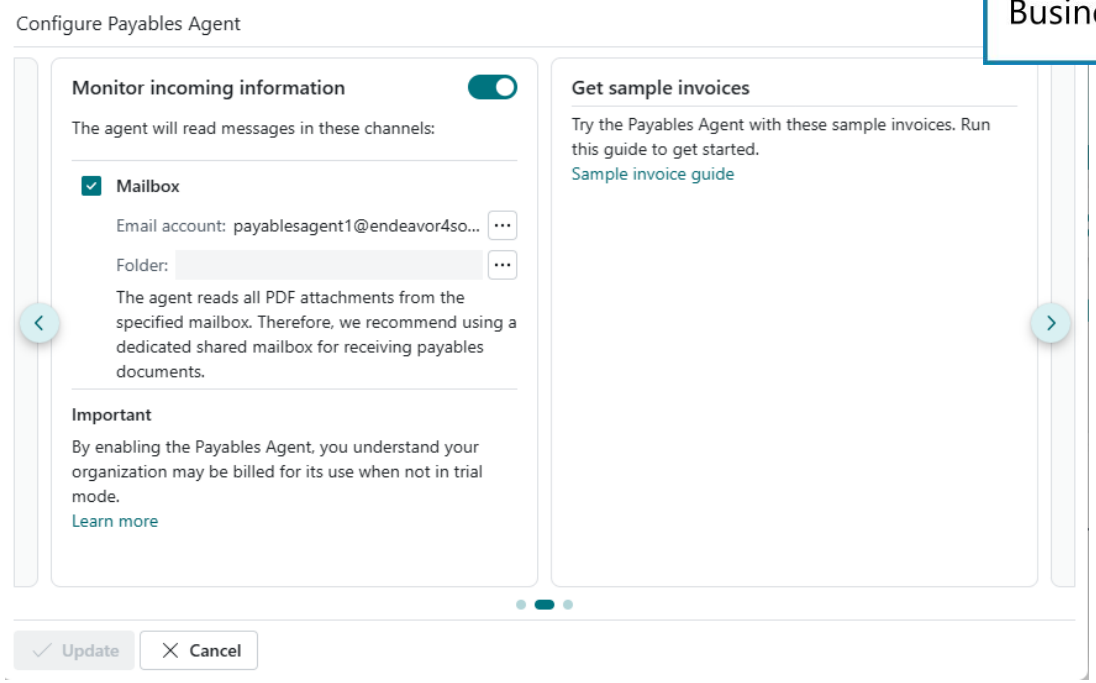
Agent setup pages and role centre, Endeavor4 Business Central sandbox (Cronus demo company), captured 25 Oct 2026

So what for you: Sales Order and Payables are GA today; try Payables with the 50 free invoices.

A closer look: setting up the Payables Agent

Microsoft Dynamics 365
Business Central





1. One switch: Active. The agent is 3 pages of settings, not a project
2. What it does, in Microsoft's words: monitors vendor invoices, matches vendors, drafts purchase documents for review
3. Cost shown on the page: the agent reports credits consumed as it works

Payables Agent setup, Endeavor4 Business Central sandbox (Cronus demo company), captured 25 Oct 2026

So what for you: An agent is a page of settings, not a project: switch it on, point it at a mailbox, name the reviewer.

Finance and Supply Chain: GA vs preview

Microsoft Dynamics 365
Finance

Generally available

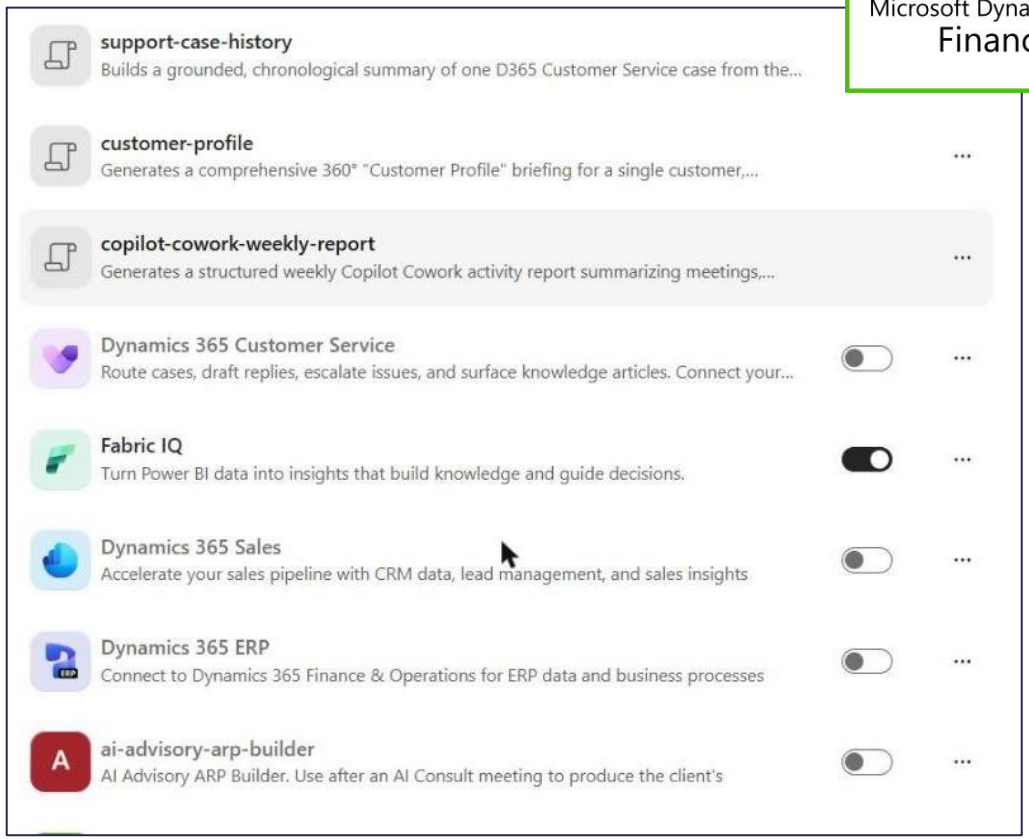
- Dynamics 365 ERP MCP server (GA 27 Jan 2026); the old 13-tool server retired 1 Oct
- Dynamics 365 ERP in Cowork (GA 16 Jun 2026)

Preview

- Procurement Agent: reads supplier changes to purchase orders and tells the buyer which ones have downstream impact
- Account Reconciliation Agent

Licensing

- Finance Premium and SCM Premium: CAD 407 / USD 300 per user per month
- 1,000 Copilot Credits per user per month included



Cowork plugins in the Endeavor4 tenant: Dynamics 365 ERP, Sales and Customer Service, each a switch per person, captured 27 Oct 2026

So what for you: **The ERP MCP server is GA and the agents are preview, so pilot them before you commit.**

CRM: Sales and Customer Service

Dynamics 365

Sales

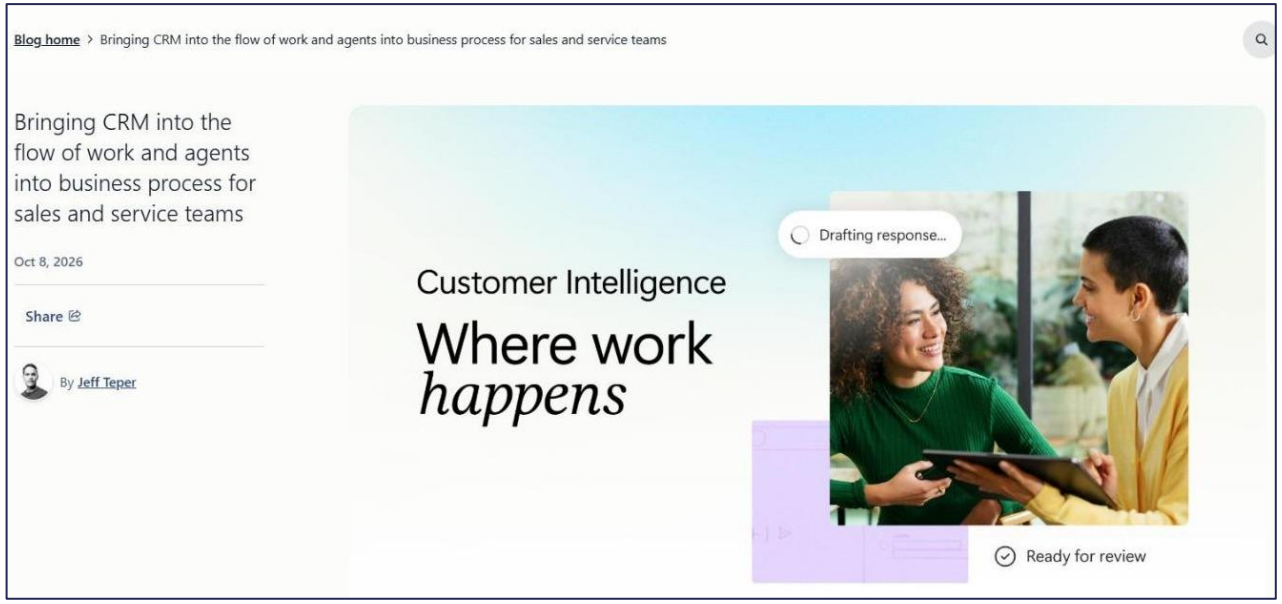
- Sales agent in Microsoft 365 Copilot: available; inside Dynamics 365: preview
- Sales Development Agent: preview, uses credits from 16 Nov. Sales Premium CAD 203.50 with 1,000 credits

Customer Service and Contact Center

- MCP server GA; Intent, Case, Quality and Knowledge agents GA, billed on usage
- Service Agent: GA in Microsoft 365 Copilot; the autonomous capabilities of 8 Oct are private preview

CRM where people already work

- 30 CRM skills (Sales, Service, Customer Insights) GA in Cowork 8 Oct; Sales and Service plugins (21 Oct)
- CRM in Teams: preview



Microsoft Copilot blog, 8 Oct 2026: CRM in the flow of work, captured 27 Oct 2026

So what for you: **Customer Service agents are GA; most Sales agents are still preview, so watch Ignite.**

Contact Center

What it is

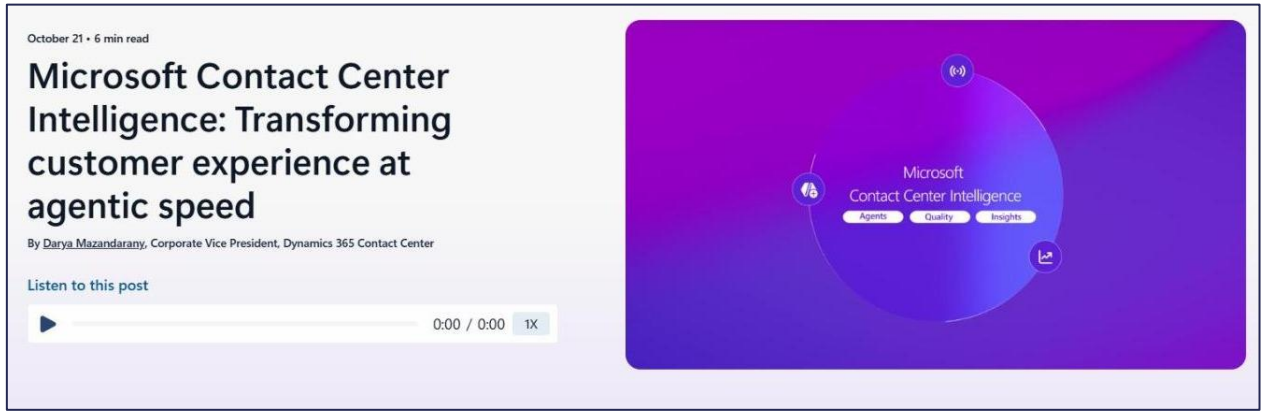
- Dynamics 365 Contact Center: an AI-first contact centre platform
- CAD 149.20 / USD 110 per user per month; Copilot Credits sold separately

Your phone system

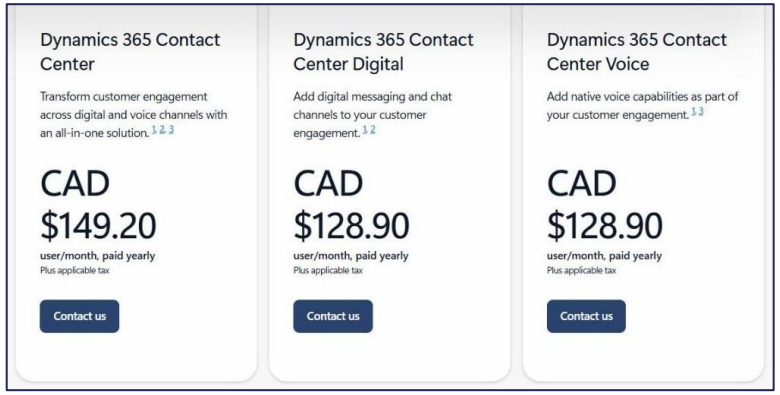
- Telephony is priced separately; it does not replace your phone system out of the box

New on 21 Oct: Contact Center Intelligence (preview)

- Adds Microsoft AI to the contact centre you already run (Five9, Webex, Avaya connectors)
- Usage-based, through Copilot Credits



Dynamics 365 blog, 21 Oct 2026: Contact Center Intelligence, captured 27 Oct 2026



microsoft.com/en-ca, Contact Center pricing, captured 27 Oct 2026

So what for you: Contact Center Intelligence lets you add AI without replacing the phone system.

Power Platform and automation

Power Platform

Copilot Studio

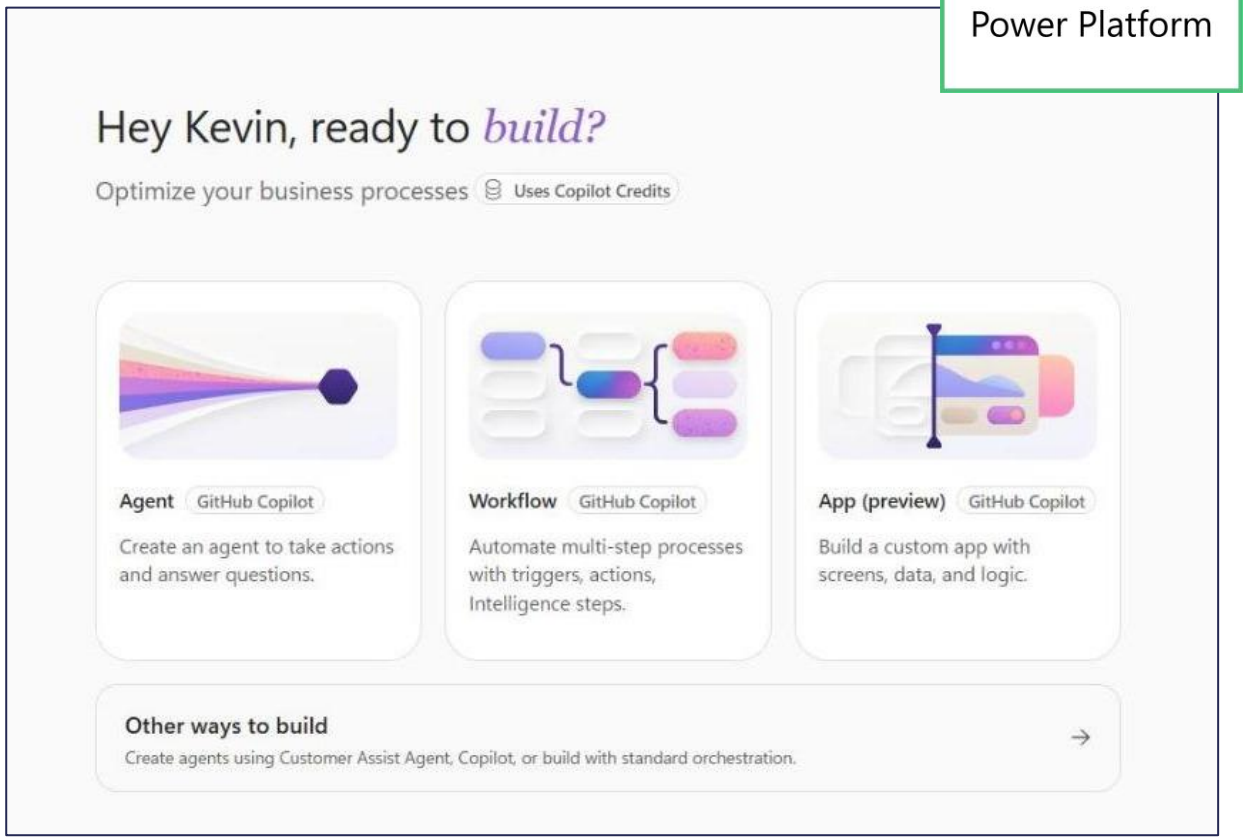
- Build your own agents on your own data; they run on Copilot Credits
- New in September: a Copilot node runs Copilot Chat or a Cowork task inside a workflow (preview)

Consumption Monitor

- AI Builder capacity add-ons stop being sold on 1 Nov; that usage moves to Copilot Credits
- Cowork is getting Power Platform connectors (rolling out from 21 Oct)

Our approach (Endeavor4's view)

- Power Automate flows for predictable steps; agents for the steps that need judgement
- Power Apps: the canvas authoring agent plugin is GA (Sep 2026)



Copilot Studio home, Endeavor4 tenant: Agent, Workflow and App (preview), all on Copilot Credits, captured 27 Oct 2026

So what for you: Flows for the predictable steps; agents for the steps that need judgement.

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6 | Planning for the Future

Planning for the Future: Governance, licensing, and data readiness considerations.



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Governance: run agents like apps

Agent 365

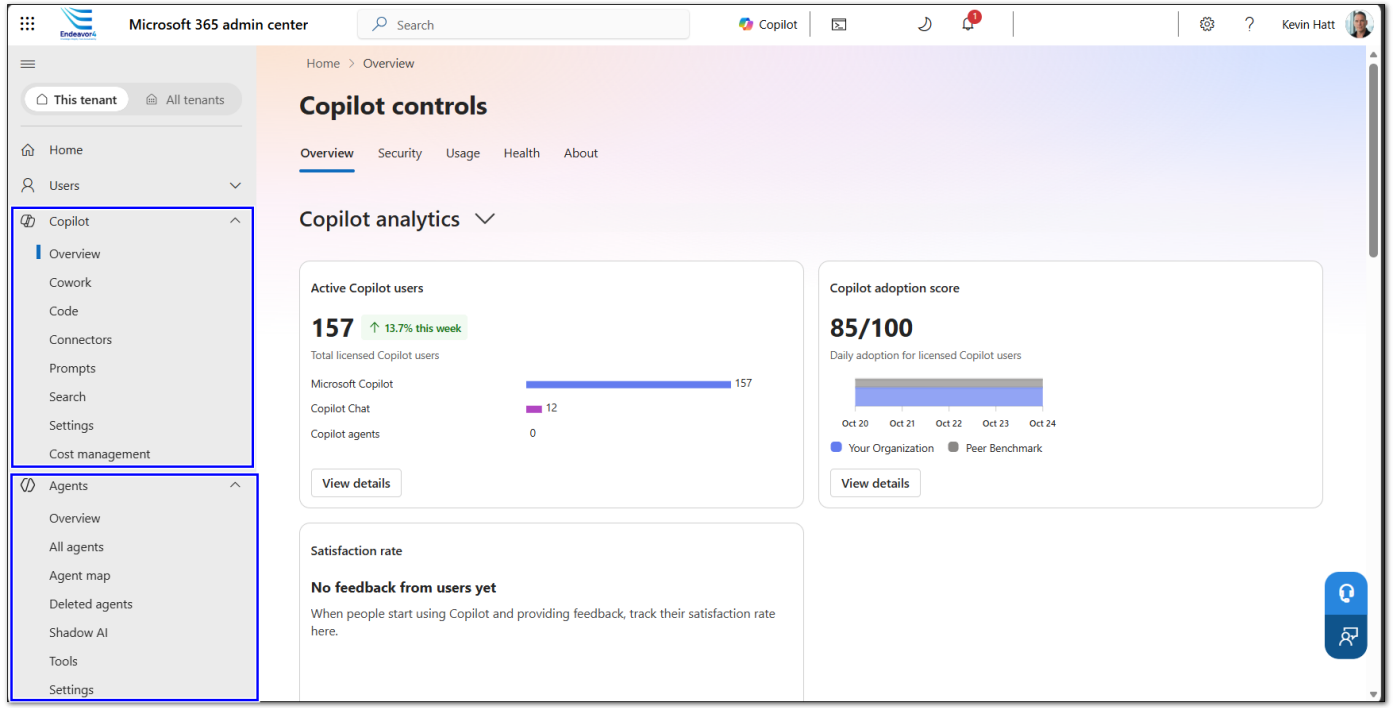
- The control plane to watch, govern and secure Microsoft and third-party agents (GA 1 May 2026)
- CAD 20.40 / USD 15 per user per month; included in E7

Control spend

- Spending policies per user or group; a 4,000-credit default cap on new Copilot Business via partners from 1 Dec
- Cowork adoption and cost metrics in Copilot Analytics (6 Oct)

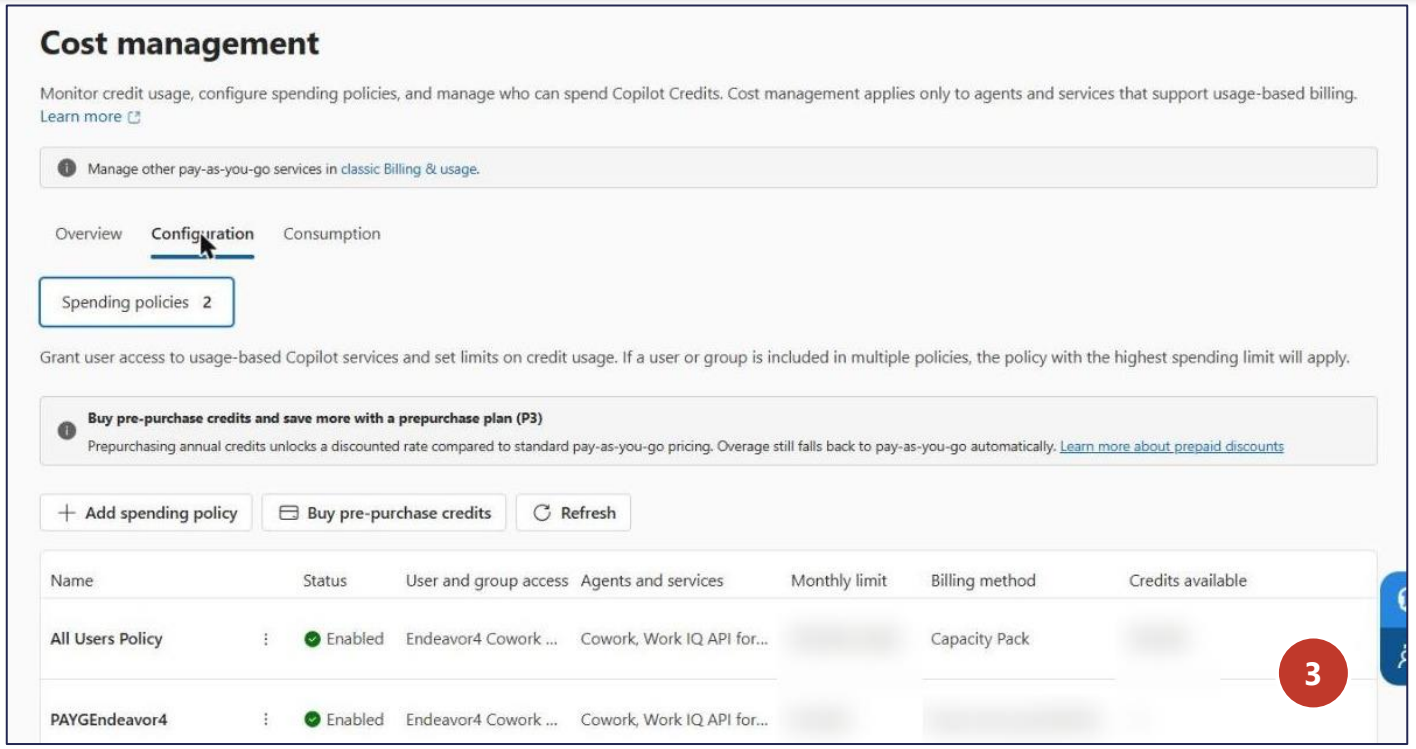
Copilot only sees what the user can see

- Tidy up SharePoint and Teams permissions before you scale
- Decide who may build agents, and where they may publish them



So what for you: **Copilot only sees what the user can see, so fix permissions before you scale.**

A closer look: spending policies in the admin centre



1. Cost management: one place to monitor credit usage and decide who may spend credits
2. A spending policy names the users or groups, the services (such as Cowork) and a monthly limit
3. Billing method: a prepaid capacity pack, or pay as you go through Azure; we run both

Microsoft 365 admin centre, Copilot cost management, Endeavor4 tenant, captured 27 Oct 2026

So what for you: Set the spending policy before you switch agents on; it is the budget and the access control in one place.

Subscriptions: what each seat costs

Copilot

Offer	USD	CAD	Note
Copilot Chat	Included	Included	With Microsoft 365
Copilot Business (add-on) (1 to 300 users)	$21.00 (promo 18.00)	$28.50 (promo 24.43)	Only for under 300 M365 users, not available for E3, E5
Business Standard + Copilot Bundle (1 to 300 users)	$23.50	$31.90	Bundle
Business Premium + Copilot Bundle (1 to 300 users)	$32.00	$43.40	Bundle
Microsoft 365 Copilot (add-on) for E3, E5	$30.00	$40.70	42.74 paid monthly Add to Business, E3, or E5
Microsoft 365 E7	$99.00	$134.30	E5 + Copilot + Agent 365
Agent 365	$15.00	$20.40	Included in E7

List prices per user per month, annual commitment, before tax, as of 27 Oct 2026. CAD from microsoft.com/en-ca.



microsoft.com/en-ca, Copilot Business pricing, captured 27 Oct 2026

DETAIL



What changed in October

- Offers renamed "(add-on)" on 16 Oct 2026 (new SMB offers at lower pricing)
- From 1 Dec: new SKUs sold without a base Microsoft 365 subscription, same price; today's add-on SKUs leave partner sale, existing subscriptions keep renewing

So what for you: Decide Copilot Business before 31 Dec: the promo is worth about CAD 49 per user a year.

Data readiness

AI is only as good as the data it can reach

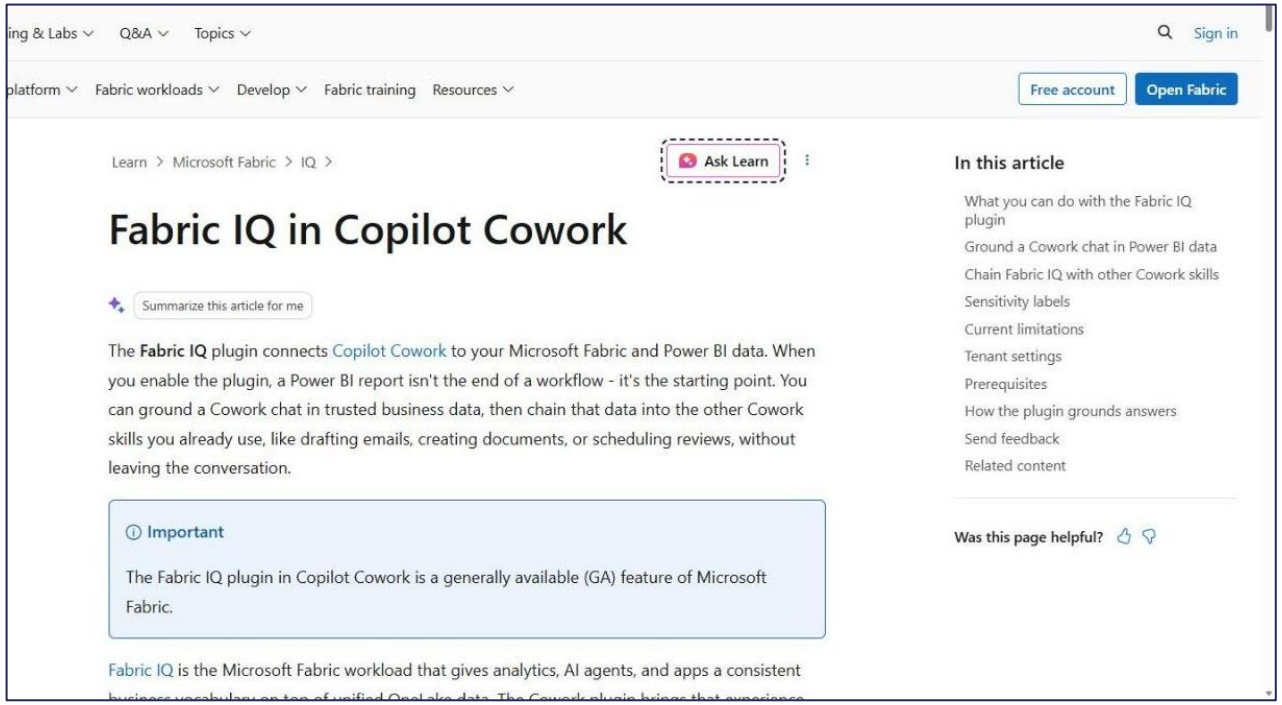
- Connectors, MCP servers, clean master data, documented processes
- What is not connected does not exist to Copilot

Fabric IQ

- GA in Copilot Chat and Cowork (25 Sep): Copilot answers from your Power BI models
- Fabric capacity from about USD 263 a month (F2); a partner promo takes up to 20% off pay as you go from 2 Nov

Start small

- One area of the business, one question, one dataset
- We run Fabric ourselves; Customer Zero applies to data too

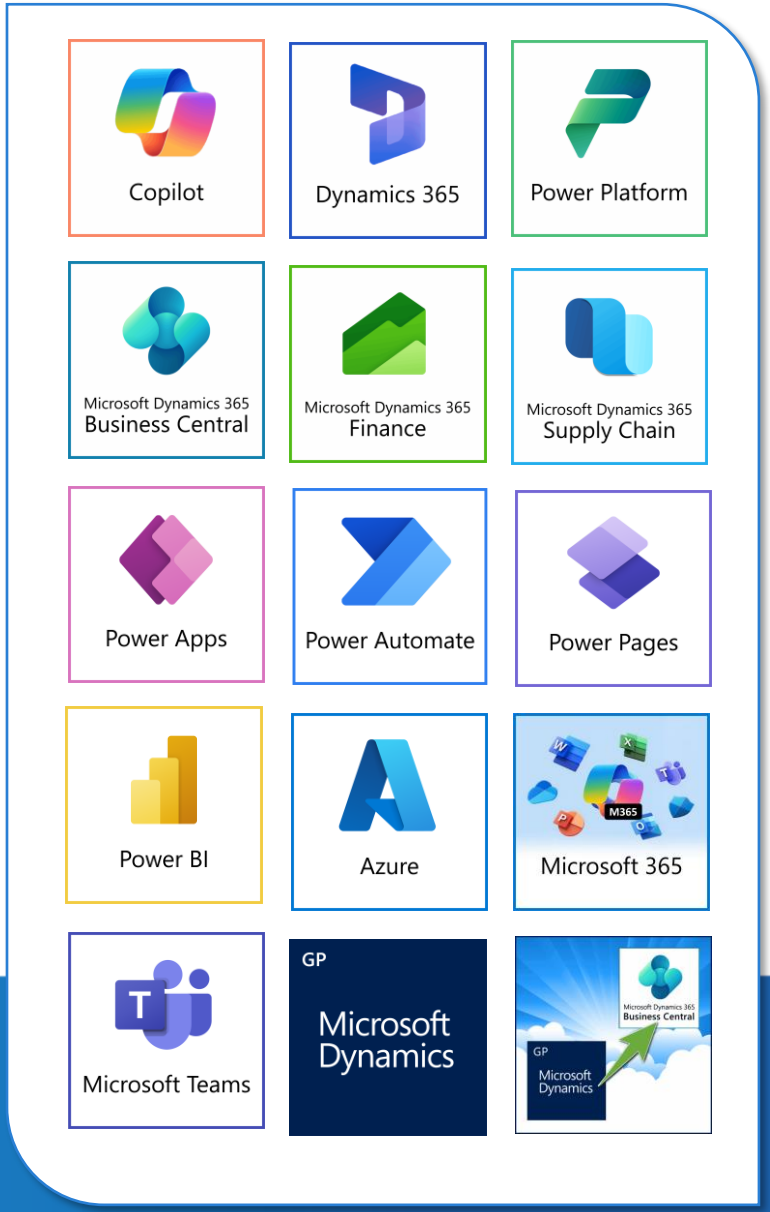


Microsoft Learn, Fabric IQ plugin in Copilot Cowork, captured 27 Oct 2026

So what for you: What isn't connected doesn't exist to Copilot, so start with one dataset.

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Closing Remarks and Next Steps

Client webinar | Wednesday 28 October 2026 | 11:00 to 12:00 ET

Kevin Hatt, Senior Director, AI Practice, Endeavor4

khatt@endeavor4solutions.com

Our 4 Core Values

Knowledge. Integrity. Trust. Accountability.

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About our Team

Endeavor4

Knowledge. Integrity. Trust. Accountability.

Founded in 1989

Over 170+ business professionals on staff

Over 2,000+ Successful Upgrades and Implementations

1,200+ active clients

Two Head Offices: **United States** Chicago IL & **Canada** Toronto ON
Regional Offices: Halifax NS, Boston MA, Montreal QC, San Antonio TX, Edmonton AB, Vancouver BC

Designated Professionals
PMP, PMI, CA, CGA, MBA, RPR

Inc. Audit Experience

Microsoft Technology Experts
MCSE, MCDBA, MCP

Copilot Studio, .NET/Visual Studio Development Team

A holistic 360-degree view of customers requirements and solutions

Use Technology to solve business problems

Microsoft Technology

Thank you!
Next Steps



Client webinar | Wednesday 28 October 2026 | 11:00 to 12:00 ET

Kevin Hatt, Senior Director, AI Practice, Endeavor4

khatt@endeavor4solutions.com

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Next Steps

Copilot

Book with me

- **Client-Only AI Consult session**: ask your Endeavor4 account team. (Q4 Pormo – no Charge)
- **Connect with Kevin Hatt:** Scan the code / wait for our email w/ slides
  - khatt@endeavor4solutions.com
- **NEW Endeavor4 AI Newsletter**: Subscription opt-in or opt-out. Please share with colleagues

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Key Portals and Dashboards

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

Appendix: sources (1 of 5)

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#	Source	Public URL	What it supports	Slide(s)
S1	Microsoft 365 Copilot for enterprise, pricing (Canada)	https://www.microsoft.com/en-ca/microsoft-365/copilot/enterprise	Microsoft 365 Copilot (add-on) CAD 40.70 / USD 30 per user per month, paid yearly	9, 35
S2	Microsoft 365 Copilot Business, pricing (Canada)	https://www.microsoft.com/en-ca/microsoft-365/copilot/business	Copilot Business CAD 28.50 list, CAD 24.43 promo to 31 Dec 2026; bundles	9, 35
S3	Microsoft 365 enterprise additional services, plans and pricing (Canada)	https://www.microsoft.com/en-ca/microsoft-365/enterprise/additional-services-plans-and-pricing	E7 CAD 134.30; Agent 365 CAD 20.40; Copilot add-on CAD 40.70	9, 35
S4	Partner Center announcements, July 2026	https://learn.microsoft.com/partner-center/announcements/2026-july	Copilot Business promo (about 15% off) 1 Jul to 31 Dec 2026, 1 to 300 seats	9
S5	Partner Center announcements, October 2026	https://learn.microsoft.com/partner-center/announcements/2026-october	(add-on) rename 16 Oct; standalone Copilot 1 Dec; usage billing on by default 1 Dec with 4,000-credit cap; AI Builder add-ons off sale 1 Nov; Office LTSC 2021 end of support; Fabric promo 2 Nov; E7 Buy 5 Get 5	9, 10, 13, 31, 33, 35, 36
S6	Microsoft Copilot overview (Microsoft Learn)	https://learn.microsoft.com/microsoft-365/copilot/copilot-overview	Copilot Chat included with eligible Microsoft 365 licences; agents on work data are pay as you go; app renamed Microsoft Copilot; copilot.cloud.microsoft	6, 8, 12, 23, 37
S7	Copilot Studio pricing (Canada)	https://www.microsoft.com/en-ca/microsoft-365-copilot/pricing/copilot-studio	Copilot Credits pack: 25,000 credits for CAD 271.40 / USD 200 per month; prepaid saves up to 20%	6, 10
S8	Copilot Studio licensing guide (Microsoft)	https://www.microsoft.com/licensing/guidance/Microsoft-Copilot-Studi o	Pay as you go USD 0.01 per Copilot Credit	10
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/	New Copilot app: Home, Code, Autopilot; Fabric IQ in Copilot	12

Public Microsoft pages, verified 27 Oct 2026. Microsoft prices and status labels trace to these pages unless the speaker notes say otherwise; internal Endeavor4 sources are noted in the speaker notes.

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Appendix: sources (2 of 5)

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#	Source	Public URL	What it supports	Slide(s)
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/	Cowork GA 16 Jun 2026	6, 8, 12, 19, 20
S11	Cowork admin governance and usage-based billing (Microsoft Learn)	https://learn.microsoft.com/microsoft-365/copilot/cowork/cowork-admin-governance	Cowork is off until a spending policy grants access; billed in Copilot Credits	8, 10, 33, 34, 37
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	Power Platform connectors, Dynamics 365 Sales and Service plugins, role and industry skills, event-driven tasks	12, 19, 20, 29, 31
S13	Microsoft 365 Copilot release notes (Microsoft Learn)	https://learn.microsoft.com/microsoft-365/copilot/release-notes	6 Oct 2026: Search and Chat merged, switch model, custom skills in PowerPoint, Cowork cost metrics	12, 33
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/	30 CRM skills GA in Cowork; Sales Development Agent preview, credits from 16 Nov; CRM in Teams preview	12, 13, 22, 23, 29
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/	Release waves retired; AI at Work roadmap; Release Planner retires by 15 Nov 2026	13
S16	Microsoft Ignite 2026	https://ignite.microsoft.com/	17 to 20 Nov 2026, San Francisco	13
S17	Viva Insights Copilot Dashboard (Microsoft Learn)	https://learn.microsoft.com/viva/insights/org-team-insights/copilot-dashboard	No paid Viva or Copilot licence needed to view; benchmarks need 50+ Copilot or 50+ Viva Insights licences	16, 37
S18	Business Central version 29, what's new (Microsoft Learn)	https://learn.microsoft.com/dynamics365/business-central/dev-itpro/whatsnew/whatsnew-update-29-0	v29 released October 2026; five-month update window ends February 2027; Microsoft Copilot chat experience listed as preview; Expense Agent preview	22, 24, 25, 26

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Appendix: sources (3 of 5)

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#	Source	Public URL	What it supports	Slide(s)
S19	Business Central update cycles (Microsoft Learn)	https://learn.microsoft.com/dynamics365/business-central/dev-itpro/administration/update-rollout-timeline	October update windows end early March; two major releases every April and October	24
S20	Use Microsoft Copilot in Business Central (preview) (Microsoft Learn)	https://learn.microsoft.com/dynamics365/business-central/chat-with-copilot	Production-ready preview; replaces Chat with Copilot from v29; read-only; cannot invoke BC agents	22, 24, 25
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	Payables Agent 50 credits per invoice plus 5 per line; Expense Agent 50 per receipt; Sales Order Agent GA	10, 22, 26, 27
S22	Payables Agent setup (Microsoft Learn)	https://learn.microsoft.com/dynamics365/business-central/payables-agent-setup	Trial: first 50 invoices without billable credits, production environments only	10, 26, 27, 37
S23	Business Central MCP server overview (Microsoft Learn)	https://learn.microsoft.com/dynamics365/business-central/dev-itpro/ai/mcp-overview	Enhanced MCP server; data query tools labelled preview	6, 22, 26
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	Enhanced MCP server GA 1 Apr 2026	22, 26
S25	Dynamics 365 ERP MCP server (Microsoft Learn)	https://learn.microsoft.com/dynamics365/fin-ops-core/dev-itpro/copilot/copilot-mcp	ERP MCP server GA; old static server retired 1 Oct 2026; prerequisites	22, 28
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	Dynamics 365 ERP plugin for Cowork GA 16 Jun 2026	12, 28
S27	Dynamics 365 Finance pricing (Canada)	https://www.microsoft.com/en-ca/dynamics-365/products/finance/pricing	Finance Premium CAD 407 / USD 300 with 1,000 Copilot Credits per user per month	10, 28

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Appendix: sources (4 of 5)

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#	Source	Public URL	What it supports	Slide(s)
S28	Dynamics 365 Supply Chain Management pricing (Canada)	https://www.microsoft.com/en-ca/dynamics-365/products/supply-chain-management/pricing	SCM Premium CAD 407 with 1,000 Copilot Credits per user per month	10, 28
S29	Dynamics 365 Sales pricing (Canada)	https://www.microsoft.com/en-ca/dynamics-365/products/sales/pricing	Sales Premium CAD 203.50 / USD 150 with 1,000 Copilot Credits per user per month	10, 29
S30	Dynamics 365 Sales MCP server (Microsoft Learn)	https://learn.microsoft.com/dynamics365/sales/model-context-protocol-sales-overview	Sales MCP server available (no preview label; GA date not published)	22, 29
S31	Customer Service MCP tools overview (Microsoft Learn)	https://learn.microsoft.com/dynamics365/customer-service/develop/mcp-tools-overview	CX MCP server for Customer Service GA	22, 29
S32	Dynamics 365 Contact Center pricing (Canada)	https://www.microsoft.com/en-ca/dynamics-365/products/contact-center/pricing	Contact Center CAD 149.20 / USD 110 per user per month; Copilot Credits sold separately	30
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/	Contact Center Intelligence public preview; adds AI to an existing contact centre	30
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/	Canvas authoring agent plugin GA; generative pages preview	31
S35	What's new in Copilot Studio (Microsoft Learn)	https://learn.microsoft.com/microsoft-copilot-studio/whats-new	Copilot node in workflows (preview); usage billing in Copilot Credits; Fabric IQ grounding (preview)	31
S36	Microsoft Agent 365 (Canada)	https://www.microsoft.com/en-ca/microsoft-agent-365	Agent 365 CAD 20.40 / USD 15 per user per month; included in E7	9, 33

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#	Source	Public URL	What it supports	Slide(s)
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/	Agent 365 GA 1 May 2026	12, 33
S38	Fabric IQ plugin in Copilot Cowork (Microsoft Learn)	https://learn.microsoft.com/fabric/iq/connectors/cowork-overview	Fabric IQ in Cowork GA; no extra Fabric capacity needed for the plugin	12, 20, 36
S39	Fabric IQ in Microsoft 365 Copilot (Microsoft Learn)	https://learn.microsoft.com/fabric/iq/connectors/microsoft-365-copilot-overview	Data answering from Power BI content in Copilot Chat is GA; needs a Copilot licence	36
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	F2 capacity from about USD 263 per month (varies by region)	36
S41	Office LTSC 2021 end of support (Microsoft Learn lifecycle)	https://learn.microsoft.com/lifecycle/announcements/office-ltsc-2021-end-of-support	Support ended 13 Oct 2026	35
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	Copilot for legal GA, 20+ legal skills	12
S43	Set up the Sales agent in Microsoft 365 Copilot (Microsoft Learn)	https://learn.microsoft.com/microsoft-sales-copilot/set-up-sales-chat	Sales agent available in Microsoft 365 Copilot; inside Dynamics 365 in preview	22, 29
S44	Recap in Microsoft Teams (Microsoft Support)	https://support.microsoft.com/teams/meetings/recap-in-microsoft-teams	Meeting recap: notes, speakers, topics, AI summary; Microsoft's own screenshot	23
S45	Targeted release retirement and Frontier (Microsoft Learn)	https://learn.microsoft.com/microsoft-365/admin/manage/targeted-release-retirement	Frontier is the early-access channel; Targeted release frozen Nov 2026, retired Jan 2027	6, 13

Public Microsoft pages, verified 27 Oct 2026. Microsoft prices and status labels trace to these pages unless the speaker notes say otherwise; internal Endeavor4 sources are noted in the speaker notes.

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