



## Partner Copilot Q&A

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## Summary of announcements

On March 16, 2023, we announced the private preview of Microsoft 365 Copilot. Copilot combines into a single system the power of next-generation AI with the richness of individual user data – calendar, emails, chats, documents, meetings, and more – in Microsoft Graph, plus the Microsoft 365 apps that people use every day. And it does so within Microsoft’s existing commitments to data security and privacy in the enterprise.

The announcement and additional information are in the latest [official Microsoft blog post](#).

On March 16, 2023, Rajesh Jha made the following announcements at Microsoft Build.

- **Microsoft 365 Copilot Cross-app capabilities** that provide cross-app intelligence to all customer’s apps and data (e.g., documents, calendar, chats, meetings, contacts) available in Teams, Windows, and the M365 apps.

### **Microsoft 365 Copilot extensibility with plugins**

- 3 ways for developers to extend: ChatGPT plugins, Teams Message Extensions, Power Platform connectors, and Graph Connectors. Plugins allow users to retrieve information from apps, perform actions on behalf of the user, and provide rich user experiences.
- 50+ plugins from partners, including Atlassian, Adobe, ServiceNow, Thomson Reuters, Moveworks, and Mural. **These plugins will be available for customers as we roll out the Early Access Program** in addition to thousands of line-of-business and ISV plugins enabled in the coming months.

The blog announcement and additional information [https://aka.ms/Plugins\\_for\\_M365Copilot](https://aka.ms/Plugins_for_M365Copilot)

## Availability & trials

### **Q. Is there an early adopter program for Microsoft partners?**

A. Partner participation is by invitation only based on their profile as a customer and at this time no additional partners are sought for inclusion in the [Early Access Program](#).

### **Q. What is the Microsoft 365 Copilot Early Access Program?**

A. On 5/9 we announced we are bringing Copilot to 600 additional customers (including select partners) worldwide with the Microsoft 365 Copilot Early Access Program. Since March, we’ve been learning alongside 20 enterprise customers as they preview Microsoft 365 Copilot, and we are now ready to scale. [Introducing the Microsoft 365 Copilot Early Access Program and 2023 Microsoft Work Trend Index - The Official Microsoft Blog](#)

### **Q. When will Copilot be available in AzureGov?**

A. Not on day 1, ETA (TBD) given the added security and regulations we need to comply first.

### **Q. Can I nominate my company to test Copilot?**

A. We will communicate when nominations are open.

**Q. My customer is an S500 account and would like to start testing the services. How can I enroll them?**

**A.** Private previews are currently limited and not open for nominations. We will provide updates if and when this changes.

**Q. When will these experiences be generally available?**

**A.** We have announced the beginning of our journey to reinvent how people work. As part of that, we're starting with a limited private preview and will provide additional details to our partners and customers about broader availability of these features at a future date.

**Q. Which plans or licenses will include the Copilot functionality?**

**A.** Microsoft 365 is foundational to being AI-ready. Microsoft 365 E3/E5 (and Microsoft 365 Business Standard/Business Premium) will be a licensing requirement for these AI capabilities in the future. We will announce pricing and licensing details in the coming months.

## Security, privacy, and compliance

### **Q. Is the model learning from my data? Is Microsoft learning from my data?**

A. No. It is a static service inside of the customer's environment like a user calling their Exchange online server.

### **Q. Which data does Copilot use?**

A. Copilot combines 1) Large Language Models, 2) the richness of your data – your calendar, emails, chats, documents, meetings, and more – in Microsoft Graph, and 3) the Microsoft 365 apps.

### **Q. Will it be clear where the model is located from a data region point of view in terms of being compliant with local data and privacy laws?**

A. Yes. It will be compliant with our data residency commitments and various regional commitments. Your data is not leaving your compliance boundaries, and you will maintain control of your data throughout the entire experience. The customers are always in control of their data, and we'll continue to meet our regional requirements. Data will always follow the customer's retention and query policies.

### **Q. Is Microsoft providing lineage information on where the training data was sourced from?**

A. OpenAI has trained the model on publicly available data over a specified period of time that is not trademarked. We've adjusted some of the weights to make them a better fit in the enterprise environment. Microsoft 365 Copilot does not use customer data – including prompts – to train or improve our large language models (LLMs). We believe the customers' data is their data. So, the existing Microsoft guarantees that we have always made for enterprise and commercial data persist and continue, even in this AI era. You can review Microsoft's privacy policy and service documentation for more information at <http://aka.ms/privacy>.

### **Q. How can I customize the responses for my organization?**

A. The connection between Graph and the model has two different pieces: the Semantic Index and Context IQ. When a customer onboards to Copilot, it first runs against their SharePoint instance across the tenant and creates a relational word map that allows the model to understand similarities and comparisons. It will also pull through tenant spellings, tenant words, and phrases that are common in each organization. Context IQ helps with functions like autocomplete, pulling relevant information from upcoming meetings, contacts or documents servicing users with useful prompts.

### **Q. How does Copilot respect security permissions to ensure that people get access to just the information that they can see, or that they should have the ability to see.**

A. The permissions model within your Microsoft 365 tenant will ensure that data will not unintentionally leak between users and groups. Copilot presents only data that each individual can access using the same underlying controls for data access used in other Microsoft 365 services. Copilot is integrated into Microsoft 365 and automatically inherits all your company's valuable security, compliance, and privacy policies and processes.

### **Q. What are Microsoft's commitments to data security and privacy?**

A. Grounded in users' business data, Copilot uses cutting-edge AI to help users work across their business data in a secure, compliant, privacy-preserving way – delivering accurate, relevant, contextual results.

Copilot large language models (LLMs) are not trained on your customers' tenant data. Their data never leaves its secure partition.

Copilot automatically inherits your customers' security, compliance, and privacy policies for Microsoft 365. At an individual user level, Copilot works like an enterprise search today: It can access only the data to which the user already has access, enforced by the same technology that we've been using for years to secure customer data in Microsoft 365 apps.

Integrated into the apps people use every day: Microsoft 365 Copilot is deeply integrated in the productivity apps millions of people use and rely on every day for work and life – Word, Excel, PowerPoint, Outlook, Teams, and more.

The individual user – and the admins – is always in control. Users decide what to use, modify, or discard. We will share more soon about new tools for IT admins so they can plan with confidence to enable Copilot across their organizations.

Building responsibly: Microsoft 365 Copilot is designed for the needs of the enterprise. Our efforts are guided by our [AI principles](#) and [Responsible AI Standard](#) and built on decades of research about grounding and privacy-preserving machine learning.

## Partner Opportunities

Please see <https://aka.ms/RoadToM365Copilot/Partner> for GTM guidance.

## Pricing & Licensing

**Q. Will this be part of ME3 and ME5? Will this be part of Teams Premium?**

Microsoft 365 E3 or E5 is the baseline to getting customers ready for Copilot and lay out the foundation to being AI-ready. This is a requirement because Copilot leverages [Semantic Index](#) to map the data, identify concepts and relationships to make important connections for users and it also uses information available in the [Microsoft Graph](#) to retrieve the business data users have access to. Please use this guide to understand the technical requirements [https://aka.ms/M365RoadtoCopilot\\_parterguide](https://aka.ms/M365RoadtoCopilot_parterguide).

**Q. Will Copilot licensing replace Teams Premium?**

A. No. The use cases are different. Teams Premium has other features like Teams Recap. They work well with each other, but they do not compete with each other.

**Q. Will this be part of FLW (F1/F3)?**

A. TBD.

## Roadmap

**Q. Are all versions of Microsoft 365 available today? If not, what is the release time?**

A. We will continue to update partners as information becomes available.

Learn more [Microsoft 365 Copilot](#), [Copilot in Microsoft Viva](#), [Dynamics 365 Copilot](#), [Copilot in Power Platform](#), [Microsoft Security Copilot](#), [GitHub Copilot](#).