



• AI

MANAGED INTELLIGENCE, DELIVERED

RESOURCE GUIDE

Microsoft just turned Copilot into a workforce.

On September 25, Microsoft turned Copilot from a chatbot into a workforce. Your clients will read the headlines and ask you what it means for them. This guide is your field reference for those conversations: what actually shipped, how to explain each piece in plain English, and how to answer the one question every client will ask. What am I actually getting for this?

ANNOUNCED

SEP 25 2026 • Official Microsoft Blog, Jared Spataro

NEW MODES

3 • HOME / CODE / AUTOPILOT

PRICING TRACKS

2 • USL SEATS + UBB CREDITS

ROLLOUT

FRONTIER PROGRAM • COMING WEEKS

NEXT REVEAL

IGNITE • NOV 17-20, SAN FRANCISCO

YOUR MANAGED INTELLIGENCE PROVIDER

PART 01

What Microsoft shipped

01 Home

The new Copilot start page. Chat and Cowork in one place, Word, Excel and PowerPoint built in, so output lands in real editable files the whole team can open.

SAY IT LIKE THIS → One home screen for asking, delegating and editing real Office files. No more copy-pasting.

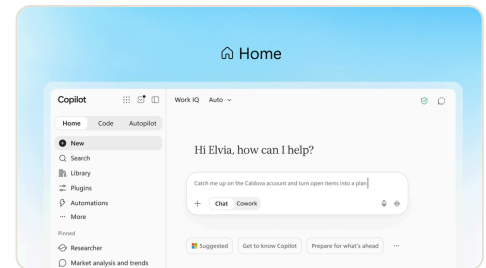


IMAGE: MICROSOFT

02 Code

Natural-language app building on GitHub Copilot technology. Describe a tracker, dashboard or internal tool and get a working app, sandboxed and hosted in your tenant through Copilot Managed Runtime. IT governs it, everyone else uses it.

SAY IT LIKE THIS → Describe a tool, get it built, inside our secure environment. No developer wait.

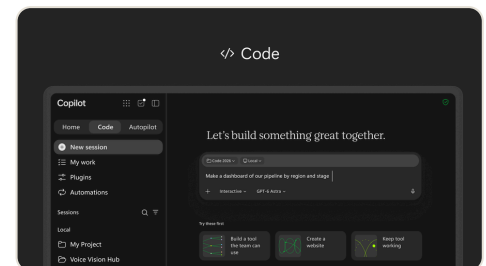


IMAGE: MICROSOFT

03 Autopilot

Previously called Scout. A persistent agent with a name, a role and a goal. It watches channels, follows up on threads and keeps running when you are offline, with its own tenant identity, permissions and audit trail.

SAY IT LIKE THIS → A digital teammate that keeps follow-ups moving after your people log off. You set the goal, it chases.

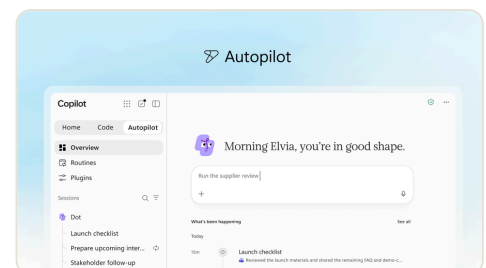


IMAGE: MICROSOFT

HERE'S THE READ

Microsoft is turning Copilot from a chatbot into a platform. The seat license was the appetizer. The agent runtime is the meal, and your clients will ask you who is governing it.

PART 02 • INFOGRAPHIC

Four modes, four jobs

Chat

WHAT IT IS

Instant answers, lookups and first drafts.

TELL THE CLIENT → Every employee now gets a research assistant for routine questions. Faster answers, same headcount.

Cowork

WHAT IT IS

Delegated tasks that run end to end and return finished work.

TELL THE CLIENT → You hand off a whole task and get back finished work. Like a junior coordinator who works overnight.

Code

WHAT IT IS

Describe an app in plain English, get a working tool in your tenant.

TELL THE CLIENT → Small tools your team used to wait weeks for, built in minutes, everything stays inside our walls.

Autopilot

WHAT IT IS

A named persistent agent with a role and a goal. Works while you sleep.

TELL THE CLIENT → A teammate that never forgets a follow-up. Your people keep the judgment calls, it does the chasing.

PART 03 • INFOGRAPHIC

The pricing reality

 USL

USER SUBSCRIPTION LICENSE • FIXED PER SEAT

- Copilot Chat and the Office apps: Word, Excel, PowerPoint, Outlook, Teams
- Model selection on each request, Auto-routed for accuracy, speed and cost
- Predictable line item. The seat economics MSPs already know.

EVERYDAY AI • QUICK ANSWERS, FIRST DRAFTS, SUMMARIES

 UBB

USAGE-BASED BILLING • CONSUMPTION CREDITS

- Cowork, Code and Autopilot, plus frontier models Astra and Fable (vendor-named)
- Long-running agentic work, metered by usage
- A variable line item clients have never budgeted for.

AGENTIC WORK • THE CAPABILITIES THAT RUN WHILE YOU SLEEP

 FinOps for AI, the discipline on top

Agent 365 meters Cowork, Code and Managed Runtime through cost APIs (Copilot Studio in October, per Microsoft). Admins set spend policies and model-family limits per group. Users see their own credit balance. Every control is work your clients will not staff.

WHEN THE CLIENT ASKS "WHAT ARE WE ACTUALLY GETTING?"

Every seat answers routine questions, drafts first versions, summarizes meetings. Credits buy the work that waited until morning: finished packages, running apps, follow-ups that close themselves. They are not buying software. They are buying back hours.

MOVE 01
Know their baseline

Pull Copilot seat counts and usage per client before the conversation. Numbers first, opinions second.

MOVE 02
Show, don't tell

Turn on cost views in Agent 365 and walk them through one real usage report. Visibility sells value.

MOVE 03
Demo with their work

Run one of their real workflows through Cowork before the meeting. Finished work beats a slide.



KEEP EXPLORING

Go deeper on the announcement.

The official Microsoft post

Primary source. Home, Code, Autopilot and the pricing split, in Microsoft's own words.

Copilot and the Frontier program

Where the new capabilities roll out first, and how to get a tenant on the list.

Microsoft Ignite · Nov 17–20

San Francisco and online. Microsoft's own event for what ships next in Copilot.

Consultiply MIP Resource Center

Guides like this one, written for MSP operators, not press releases.

Want a practice run before your next client QBR?

Start the conversation

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