



• AI

RESOURCE GUIDE • VENDOR INTELLIGENCE

Dots just made always-on agents mainstream. Permissions are the MSP job.

On September 29, 2026, ChatGPT's parent company announced Dots at DevDay: always-on agents with their own cloud computer, reachable in ChatGPT, Slack, and Teams. Clients will ask what it means. This guide is your field read for book of business, offer design, and governance.

Sep 29

DevDay launch date (vendor announcement)

4,000+

Apps via plugins (vendor claim)

3

Work surfaces: ChatGPT, Slack, Teams

1 Dot

Included on Pro / Business Premium (vendor claim)

VENDOR FIGURES LABELED AS THEIRS • CONSULTIPLY INDEPENDENT READ • NOT AFFILIATED WITH OR ENDORSED BY THE VENDOR

PART 01 • WHAT SHIPPED

Always-on agents, not another chat window

Dots are framed as persistent agents powered by GPT-6 Astra. Per the official announcement, each Dot gets its own cloud computer and browser, learns from feedback, and can work toward goals around the clock. Through the vendor's plugin ecosystem, Dots can connect to over 4,000 apps (vendor claim).

01 Own cloud computer and browser

You can open the Dot's computer to inspect work. Dots stay separate from the user's laptop unless the user grants a connection. Saved passwords can sign into supported sites without exposing them to the model, per the vendor.

02 Three work surfaces today

Message or call Dots in ChatGPT on desktop, web, and mobile. Message them in Slack and Microsoft Teams. Context carries across those channels. Texting is listed as coming soon.

03 Proactive research, read-only by default

When idle, a Dot can look for ways to help using already-connected apps with tools restricted to read-only. That means no sending messages, changing app content, or controlling browser or computer during proactive research, per the vendor.

04 Custom Rules and approvals

Dots start with built-in rules for when to act alone and when to ask. Custom Rules let users allow, require approval, or block specific actions. Sensitive tasks such as changing a password stay with the human. Activity View tracks progress, including background work.

SAY IT LIKE THIS →

"Cute avatars aren't the story. Who can it message, what leaves the tenant, and who owns the kill switch: that is the MSP conversation."

PART 02 • ACCESS AND PACKAGING

Who gets a Dot, and what it costs them

Rollout and packaging numbers below are the vendor's. Label them that way on every client call.

CLAIM	WHAT THE VENDOR SAYS	SOURCE TYPE
Launch window	Rolling out September 29, 2026 from DevDay to Pro and Business Premium users in eligible markets. Enterprise, Edu, and Healthcare can try a beta when a workspace admin enables it.	VENDOR CLAIM
First Dot included	One Dot included with Pro or Business Premium at no extra cost. More Dots and scaled output are described as future options.	VENDOR CLAIM
Usage metering	Conversations with a Dot do not count toward ChatGPT usage limits. Tasks the Dot starts in Codex or ChatGPT Work still count toward those limits as usual.	VENDOR CLAIM
Setup path	Create the first Dot in the ChatGPT desktop app or desktop browser. After setup, message it from the mobile app.	VENDOR CLAIM
App reach	Over 4,000 apps via the plugin ecosystem.	VENDOR CLAIM

HERE'S THE MSP READ

Seat inclusion looks like "free agent capacity." The real variable is which apps are connected, which Custom Rules are set, and who reviews consequential work. That is governance labor your clients will not staff alone.

TELL THE CLIENT →

"You are not buying a cartoon coworker. You are buying a background worker that can touch 4,000+ apps if you connect them. We decide the permission envelope before anyone turns it on."

PART 03 • GOVERNANCE FOR THE BOOK OF BUSINESS

Four questions before any client enables a Dot

Frame Dots the same way you frame any new always-on identity in the stack: access, data class, approval path, and kill switch.

Q1 Who can it message?

ChatGPT, Slack, and Teams are live surfaces. Map which channels a Dot may post into, and whether proactive research can surface client or employee data into those threads.

Q2 What leaves the tenant?

Each Dot runs on a separate cloud computer. Connecting the user's laptop, plugins, and systems of record expands the blast radius. Inventory connected apps before go-live.

Q3 What requires human approval?

Use Custom Rules to force approval on sends, financial actions, identity changes, and anything that writes to production systems. Keep password changes human-only, matching the vendor's own sensitive-task stance.

Q4 Who owns the kill switch?

Enterprise betas are off until an admin enables them. Decide who can pause a Dot, revoke apps, and review Activity View. Put that in the SOW, not a Slack thread.

SPECIALIST DOTS (ENTERPRISE PREVIEW)

The vendor also previewed specialist Dots with their own identity for access management and deeper integrations, plus work with Microsoft to manage specialist Dots through Agent 365 governance controls. Treat that as early enterprise roadmap, not a same-day rollout for every SMB seat.

PART 04 • OFFER MOVES THIS WEEK

Translate the announcement into MSP work

Three moves you can run on the book of business without waiting for a perfect policy PDF.

01 Inventory who already has Pro or Business Premium

Those seats are in the first rollout wave for an included Dot (vendor claim). Know the count before clients invent shadow agents.

02 Ship a Dot permission worksheet

One page: allowed apps, blocked actions, approval owners, Slack/Teams posting rules, and who can pause the agent. Attach it to onboarding and QBRs.

03 Price the governance, not the avatar

The vendor includes the first Dot on eligible plans. Your margin is review cadence, Custom Rules design, connected-app hygiene, and incident response when an agent misfires.

SAY IT LIKE THIS →

"We will not white-glove every cute agent your team spins up. We will define the envelope: apps, approvals, and the kill switch. That is the managed service."

INDEPENDENCE NOTE

This guide is Consultiply's independent analysis of the official Dots product announcement, translated for MSP operators. It is not affiliated with or endorsed by ChatGPT's parent company.



KEEP EXPLORING

Official Dots product announcement

Primary source. Always-on agents, cloud computer, permissions, and rollout in the vendor's own words.

openai.com/index/introducing-dots/

Wired coverage

Secondary press read on always-on agents, approvals, and rollout framing.

wired.com/story/openai-dots-always-on-ai-agents-that-proactively-help/

Consultiply MIP Resource Center

Guides like this one, written for MSP operators selling and governing AI services.

consultiply.ai/mip-resource-center

Want a practice run before your next client QBR?

Start the conversation

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