

# What's new in Microsoft 365?



## Bing Chat Enterprise, Microsoft Sales Copilot, and Copilot pricing

### Introduction

At Microsoft Inspire, Microsoft announced the next steps in its journey to empower us all to work in new AI-powered ways.

First, Microsoft is expanding Bing to reach new audiences with Bing Chat Enterprise, which provides AI-powered chat for work with commercial data protection, and is rolling out in preview, with more than 160 million people able to access it already.

Second, Microsoft says Microsoft 365 Copilot will cost USD30 per user, per month for Microsoft 365 E3, E5, Business Standard, and Business Premium customers when it is broadly available; they'll share more information about timing in the coming months.

Third, Microsoft is introducing Microsoft Sales Copilot - a role-based copilot for sales professionals to increase productivity and personalise every customer interaction so they can close more deals.

### Bing Chat Enterprise

Bing Chat Enterprise is a version of Bing Chat with business-focused data privacy and governance controls. It allows natural language searches natively with various Microsoft 365 applications such as Teams, Word, Excel, and PowerPoint.

With Bing Chat Enterprise, chat data isn't saved, Microsoft can't view a customer's employee or business data and customer data isn't used to train the underlying AI models. Employees can use Bing Chat Enterprise to get work done faster, be more creative, or support customers better. All of this can be done with the confidence that user and business data is protected and will not leak outside the organisation.



Bing Chat Enterprise is available in over 160 regions around the world. Bing Chat Enterprise is supported in all the same regions where Bing Chat is available.

Bing Chat Enterprise is available in preview today and is included at no additional cost in Microsoft 365 E3, E5, Business Standard and Business Premium. You can access Bing Chat Enterprise using your work account at [bing.com/chat](https://bing.com/chat) and from the Microsoft Edge sidebar. In the future, it will be available as a standalone offering for £5 per user per month.

# Microsoft Sales Copilot

Microsoft Sales Copilot is a new role-based copilot designed to be a salesperson's best friend, saving them time with CRM task automation, helping identify top sales opportunities with AI-powered real-time insights, and allowing sellers to cut the busy work, connect to actionable insights, and close more deals.

Sales Copilot can be accessed in whichever app you're working in - whether that's Outlook, Teams, or Dynamics 365. It's the first of Microsoft's new class of role-based copilots with domain-specific expertise that will supercharge employee productivity in specific roles and functions.

It's designed to help by allowing the salespeople work the way they want to without unnecessary context switching and manual data entry. It brings together the applications you work with daily: your CRM, Microsoft 365, and Microsoft Teams to provide a more streamlined AI-powered selling experience.

Sales Copilot makes sellers' lives easier while enriching their CRM. With Sales Copilot, external contacts are connected to CRM contacts automatically. Data from your CRM populates in Sales Copilot, placing customer information at your fingertips. Sales Copilot applies your organisation's existing CRM access controls and user permissions.

When you meet with customers in a Teams call, you can record and transcribe the meeting to get a rich summary using conversation intelligence. The meeting summary helps you understand the overall sentiment of the call and track helpful conversation KPIs, such as your talk-to-listen ratio, to become an even better seller.

## Microsoft 365 Copilot pricing

Microsoft 365 Copilot will be available for commercial customers for around £22 (\$30) per user per month for Microsoft 365 E3, E5, Business Standard, and Business Premium customers once it becomes generally available.

It has all the capabilities of Bing Chat Enterprise and can reason over all your content and context to take on any task. It's grounded in your business data in Microsoft Graph, which is all your emails, calendar, chats, documents, and so on. So, Copilot can generate an update from the morning's meetings, emails, and chat threads to send to the team, get you up to speed on project developments from the last week, or create a SWOT analysis from internal files and data from the web.

In May, Microsoft announced the expansion of their Microsoft 365 Copilot paid Early Access Program to 600 enterprise customers worldwide, including companies like KPMG, Lumen, and Emirates NBD. According to them, customers are seeing the value.



**"We're learning that the more customers use Copilot, the more their enthusiasm for Copilot grows. Soon, no one will want to work without it."**

Colette Stallbaumer, General Manager of Microsoft 365 and Future of Work

