# Copilot for Microsoft 365 Services

| | Engage | Onboard | Extend & Drive Value |
|---|---|---|---|
| | **Kickstart** | **Adoption Accelerator** | **Co-create** |
| **Description** | Preparing the customer environment and exploring Copilot for M365 with the first group of users using scenarios. | Adoption program including setting up a Champions community and an internal Center of Excellence. | Some use cases require an extension or custom Copilot. For this, we start a joint development trajectory. |
| **Deliverables** | - Technical Readiness<br>- Workshop – Art of the possible<br>- Workshop – Build the plan<br>- Report with advice on next steps | - Copilot Center of Excellence<br>- Adoption content<br>- 2 -3 high impact use cases activated | - Explain Copilot Studio<br>- Development hours<br>- Working prototype |
| **Result** | Customer knows what the impact of Copilot for Microsoft 365 is, what the potential risks are, and the next steps to derive value from Copilot for Microsoft 365. | The customer will derive value from the Copilot for M365 license by implementing 2 to 3 use cases in practice. With internal AI knowledge secured in the Center of Excellence. | Together with the customer, research has been conducted into use cases and working functionality is added to Copilot. |
| **Duration** | 4 days (2 consultants) with a turnaround time of 2 months | Between 8 to 16 days depending on use cases | Custom. Depending complexity use case |
| **Relation with PDC item Conclusion** | Variant inside CWS.MO3.020 | Part of DEX.UAD.020 | Part of TAS.POW.000 |

The technical prerequisite for using Copilot for Microsoft 365 is the latest versions of Microsoft 365 Enterprise Apps. The reporting on Copilot for Microsoft 365 will be part of the Adoption Score report. Technical support for Copilot for Microsoft 365 is therefore part of the 'Managed Microsoft 365' service. However, this service does not provide support for writing the correct prompt; adoption services are available for this.