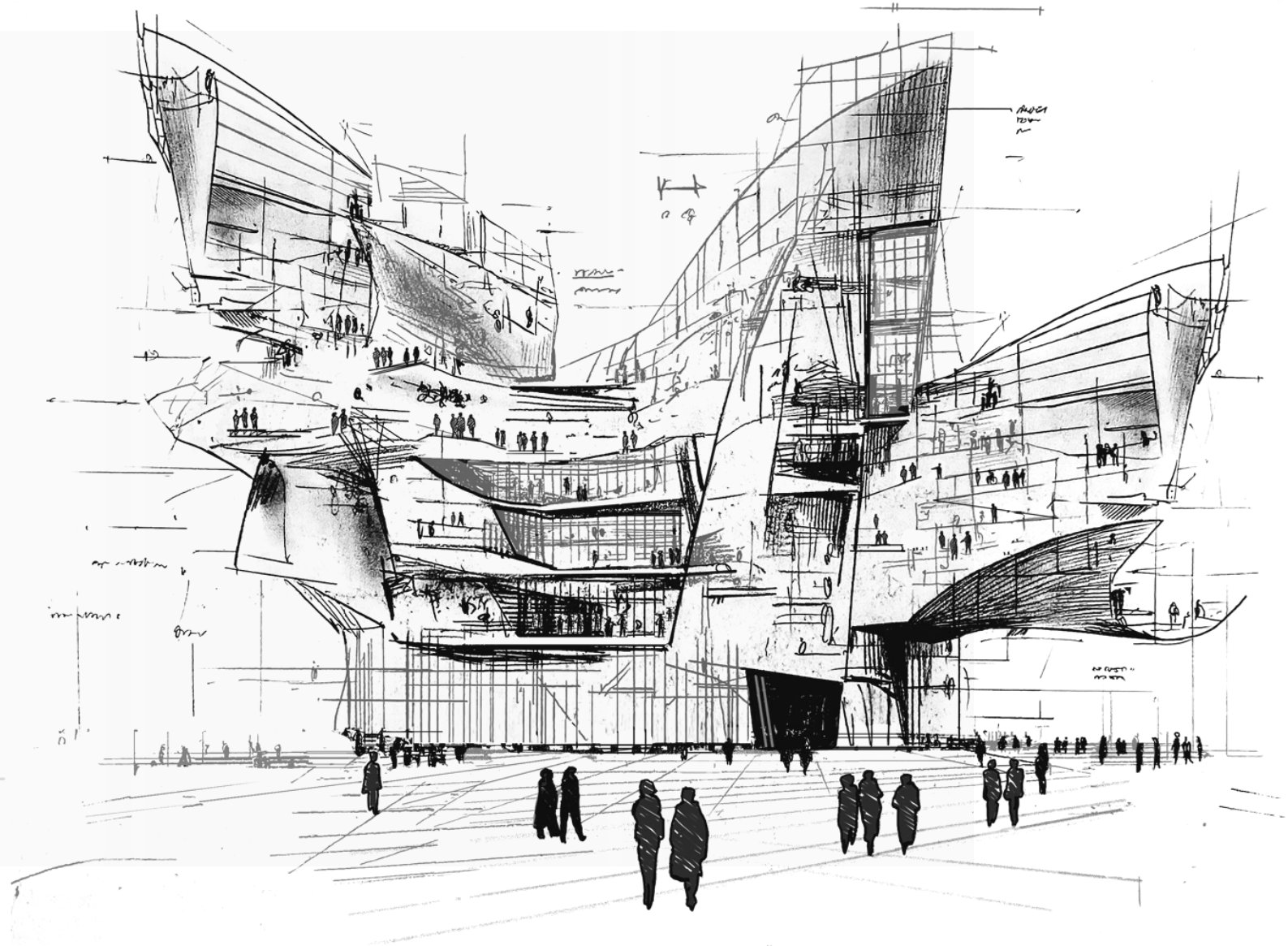


Becoming Frontier

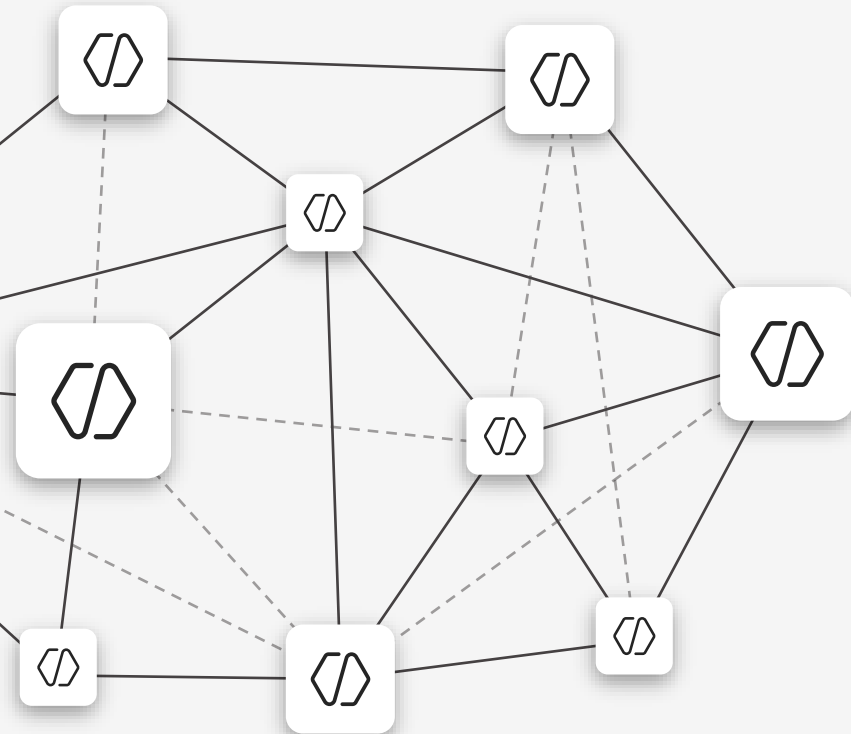
Sarah Miles

*Product Marketing Manager, Microsoft UK
Copilot & Agents at Work*



Copilot

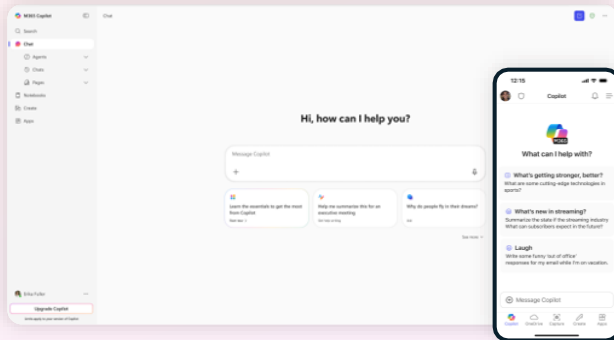
Agents



Copilot Control System



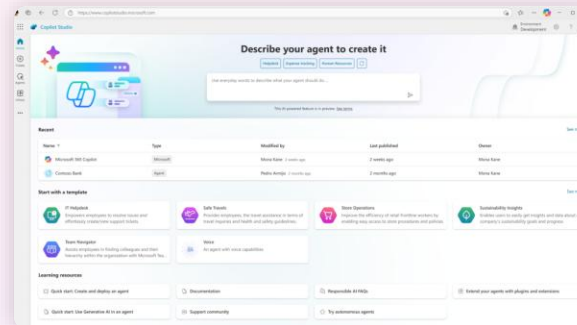
Microsoft 365 Copilot Chat



Chat

Free, secure web-grounded AI chat on the App and web, and in Microsoft 365 productivity apps

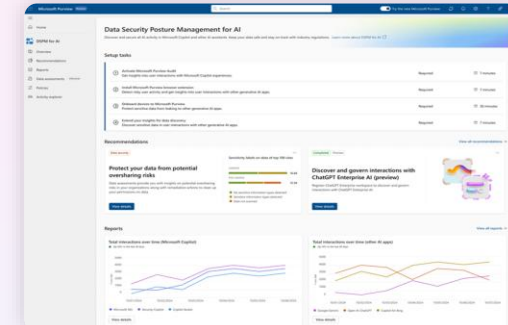
+



Agents

Integrated into the chat experience and paid for on a consumption basis

+



IT Controls

Enterprise Data Protection and agent management



Microsoft 365 Copilot

Your UI for AI

Copilot Chat

Free, secure web-grounded AI chat & agents

Pay as you go custom agents grounded in your data

GPT-5 Standard access¹



Chat

Work-grounded

GPT-5 Priority access¹

Copilot in Microsoft 365 apps

Advanced skills and on canvas commanding

Comprehensive agent access

Pre-built Microsoft agents

Analyst & Researcher advanced reasoning agents

Custom agents grounded in your data²

Advanced Mgmt. & Analytics

1. Learn about standard and priority access [here](#). 2. Applies to assistive agents built by you on the Microsoft 365 Copilot agent platform deployed on Microsoft 365 surfaces

Get proactive
overviews of your day



Copilot
Chat

Analyze
budget Spend



Analyst

Prepare for
a customer meeting



Researcher

Create
strategy papers



Researcher

Create
interview guides



Researcher



Where Copilot wows

Never take meeting
notes again



Copilot in
Teams Meetings

Catch up on
missed meetings



Copilot in
Teams Meetings

Quickly
find content



Copilot
Search

Be prepared
for every meeting




Copilot in
Teams Meetings


Quickly onboard onto
new roles or projects




Notebooks

GPT-5 in Microsoft 365 Copilot

 Available immediately: GPT-5, OpenAI's most advanced AI model, is now rolling out in Microsoft 365 Copilot and Copilot Studio for licensed users.

 Chooses the model for the prompt: Copilot automatically chooses the right model, mirroring human problem-solving.

 Driving real Business Impact: Fast, fluent responses and deep, reasoned analyses helping you achieve advanced reasoning for RFPs, work data summaries, and recommendations.

 Secure & Compliant: Maintains data processing, privacy, or security controls, tapping into existing Microsoft Purview, audit logging, and compliance. No admin action required for deployment.

AI First Differentiation



Agents

+



Copilot

+



Human ambition

Securing your AI Transformation



80%

of leaders cited
leakage of sensitive
data as their main concern

Data oversharing and leakage

88%

of organizations are
concerned about indirect
prompt injection attacks

Emerging AI threats and vulnerabilities

55%

of leaders lack understanding
of how AI is and will be regulated
and are seeking guidance

Regulatory compliance

3 essentials for Copilot success



Leadership

Develop leadership capabilities to leverage AI for business outcomes

- ✓ Executive sponsorship
- ✓ Align AI to business strategy
- ✓ Providing clarity and prioritization
- ✓ **Best practice:** AI Council



Human change

Manage the human transformation with robust user enablement programs

- ✓ User enablement program
- ✓ Communications and community
- ✓ Skilling and training
- ✓ **Best practice:** Community of Practice and Copilot Control System



Technical readiness

Build and iterate technical skills to deliver on business results

- ✓ Secure your data infrastructure
- ✓ Policy review
- ✓ Extend to new high value line of business scenarios
- ✓ **Best practice:** Optimization Assessment

Responsible AI principles

Becoming Frontier

Success framework



Enrich
employee
experiences



Reinvent
customer
engagement

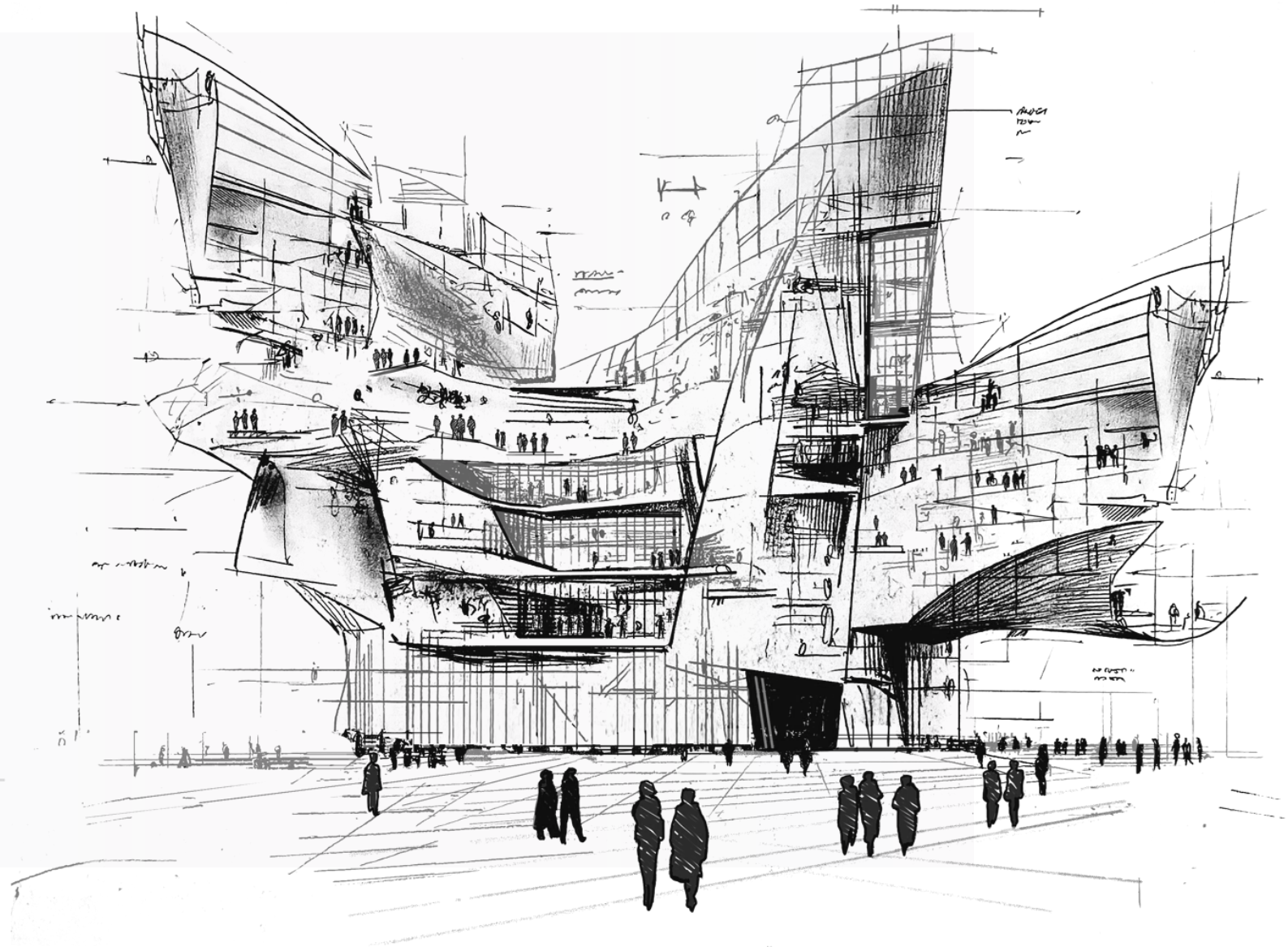


Reshape
business
processes



Bend the
curve on
innovation

Becoming Frontier



We surveyed **31,000 people** across **31 countries**, analyzed labor and hiring trends from LinkedIn, studied Microsoft 365 productivity patterns globally—and interviewed AI startups, economists, and academics shaping the future of work.

Journey to the Frontier Firm

Phase 1

Human with assistant



Every employee has an AI assistant that helps them work better and faster

Phase 2

Human-led agents



Agents join teams as “digital colleagues,” taking on specific tasks at human direction

Phase 3

Human-led, agent-operated



Humans set direction and agents run entire business processes and workflows, checking in as needed

The Emerging Frontier Firm

1

You can buy
intelligence on tap

2

Human-agent teams will
upend the org chart

3

Every employee
becomes an agent boss

Human labor is reaching its limits

Capacity Gap



80%

of **global** workers
agreed they lacked
enough time/
energy to do their
work

53%

of **leaders** agreed
productivity must
increase

The Emerging Frontier Firm

1

You can buy
intelligence on tap

2

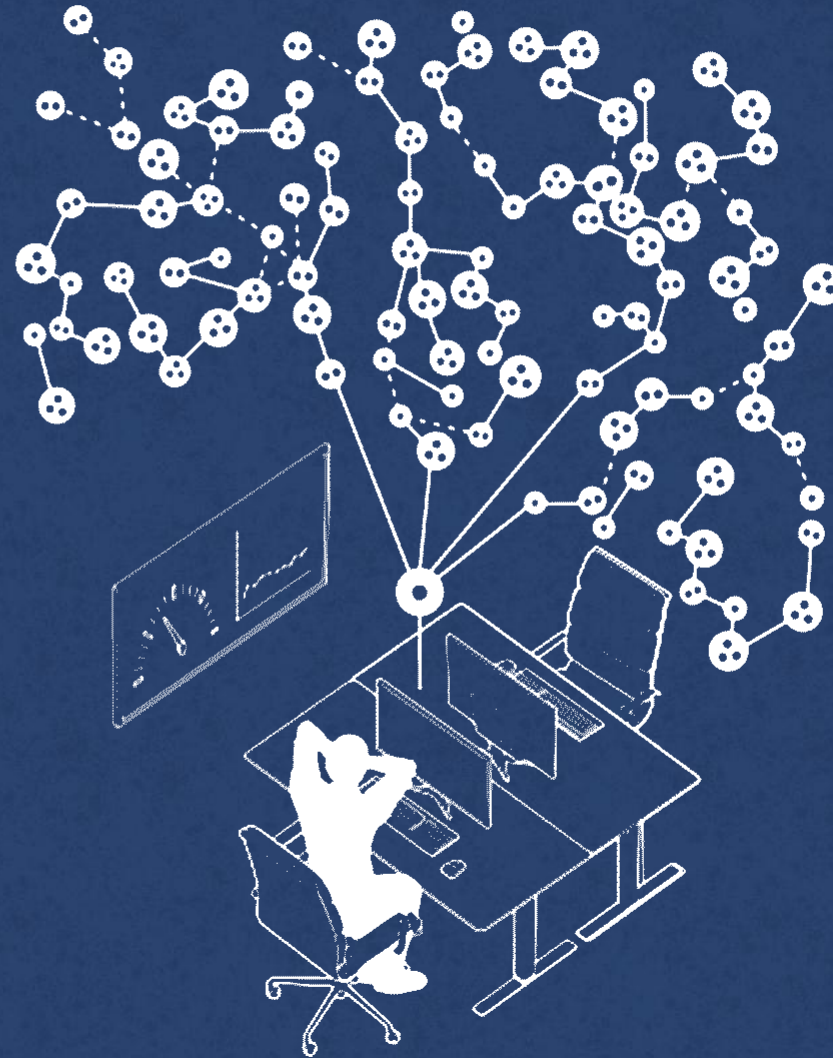
Human-agent teams will
upend the org chart

3

Every employee
becomes an agent boss

A new metric: The human-agent ratio

Optimal balance



Employees turn to AI for its unique strengths

Primary reason chosen

42%

24/7 availability

30%

Machine speed and quality

28%

Endless stream of ideas on demand

The Emerging Frontier Firm

1

You can buy
intelligence on tap

2

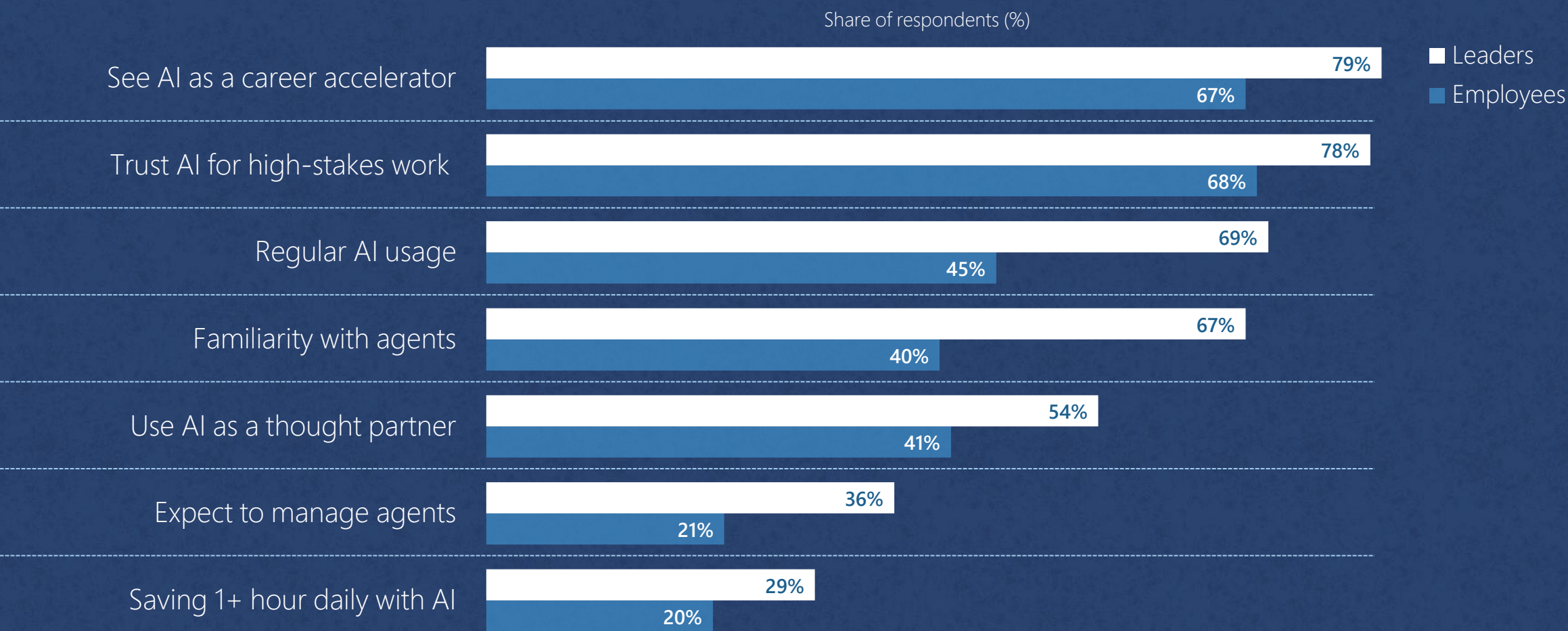
Human-agent teams will
upend the org chart

3

Every employee
becomes an agent boss

Leaders are becoming agent bosses, but everyone needs to shift

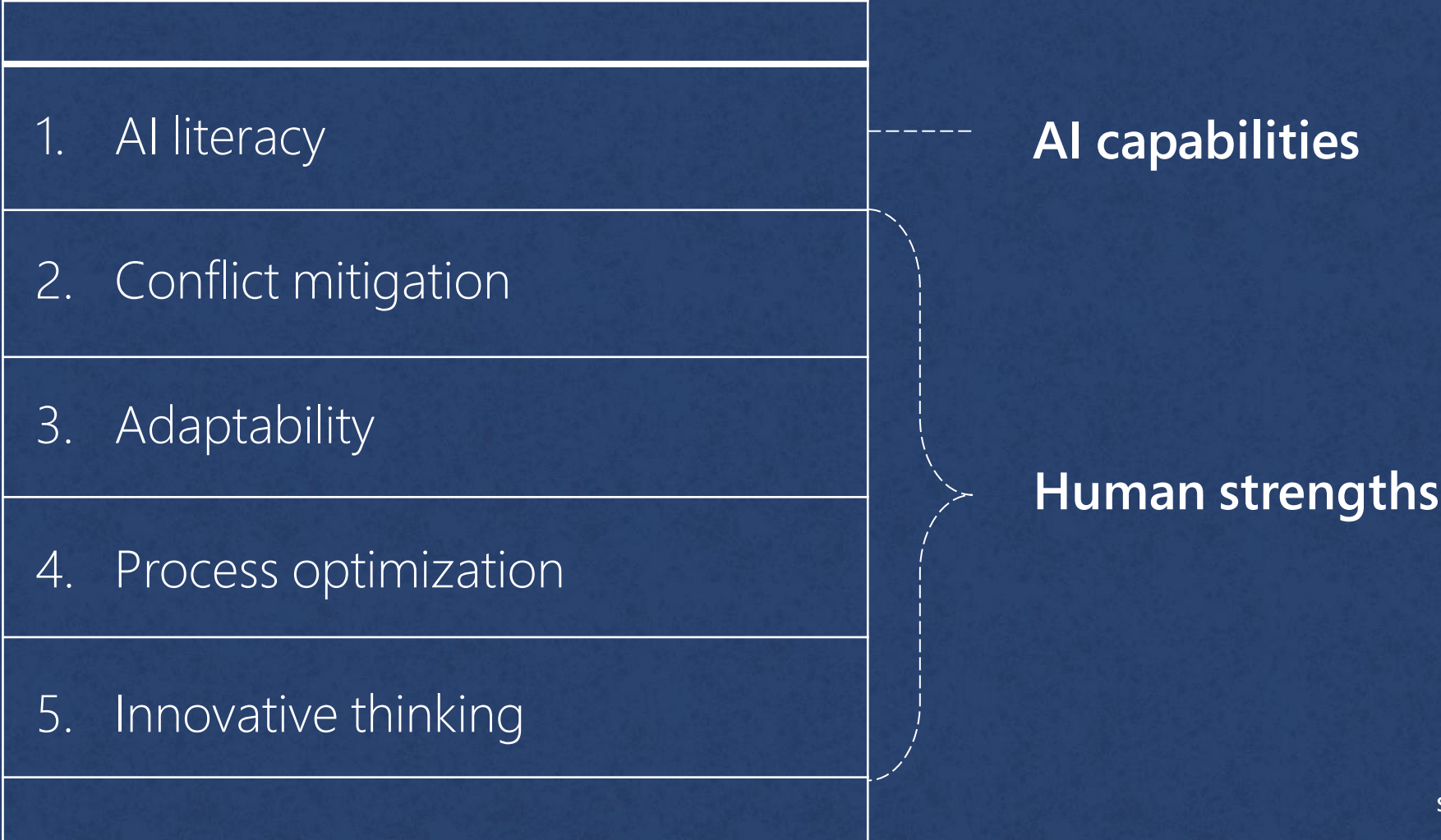
7 indicators to identify who has an agent boss mindset



Source: Microsoft Work Trend Index Survey 2025 (n = 31,000, except for AI usage n = 25,975, time savings n = 26,269). Findings referenced in report.

In-demand skills for the new era of work

Top skills for 2025 according to LinkedIn



Becoming Frontier

Success framework



Enrich
employee
experiences



Reinvent
customer
engagement



Reshape
business
processes



Bend the
curve on
innovation

Read the Work Trend Index: The year the Frontier Firm is born

aka.ms/2025WorkTrendIndex



Kick-start Safe AI Adoption with Free Copilot Chat Training



Role-Specific



Industry-Specific

aka.ms/CopilotChatTraining

