



# How to buy Copilot in Dynamics 365

Overview of Copilot in Dynamics 365 and the new commerce experience options for commercial customers

## Copilot integration

Microsoft Copilot exists across multiple Customer Solution Areas (CSAs) to support evolving customer demands. Copilot in Dynamics 365, specifically, supports the full Microsoft 365 suite of applications.

There are **three ways** for businesses to buy Copilot in Dynamics 365



### Microsoft partners

For customers in need of a fully-managed and tailored solution, **Copilot in Dynamics 365** is available to be purchased from a partner with specific expertise.



### Microsoft sales

For customers currently working with a Microsoft sales contact, reach out to purchase **Copilot in Dynamics 365**.



### Microsoft online

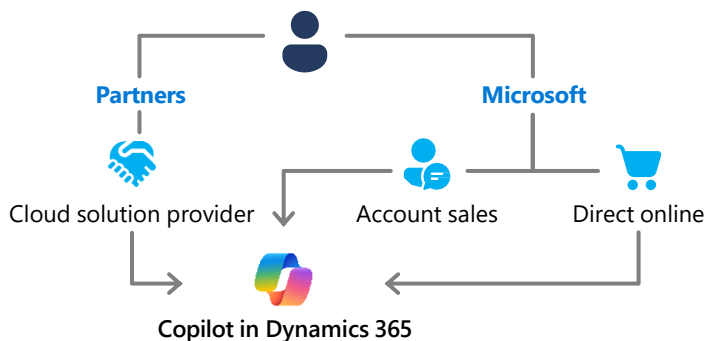
For customers that want to leverage standard contract terms, **Copilot in Dynamics 365** is available for purchase online.

## Which way is best for me?

|                     | <u>Partners</u>            | <u>Microsoft Sales</u>    | <u>Microsoft Direct</u>    |
|---------------------|----------------------------|---------------------------|----------------------------|
| Subscription length | Monthly/Annual/Multi-Year  | Monthly/Annual/Multi-Year | Monthly/Annual/Multi-Year  |
| Customer support    | Industry specific          | Account specific          | Product specific           |
| Eligibility         | All customers              | Managed accounts          | All customers              |
| Implementation      | Customized support         | Upon request              | Independently managed      |
| Scale               | Department/enterprise-wide | Enterprise-wide           | Department/enterprise-wide |

For more insight on the buying journeys associated with each purchasing method, [please visit our How to buy guide](#).

## Buying journey



Visit the [Microsoft Partner Center](#) to find an expert that specializes in your needs and can support your purchase of Dynamics 365.

Contact your Microsoft representative to determine how to get started with Dynamics 365.

Visit the Dynamics 365 products for [Business Accounts](#) to understand which purchase best fits your organizational size and need.



# How to buy Copilot in Dynamics 365



## Copilot in Dynamics 365 includes



Copilot in Sales



Copilot in Customer Service



Copilot in Contact Center



Copilot in Field Service



Copilot in Supply Chain Management



Copilot in Commerce



Copilot in Finance



Copilot in Project Operations



Copilot in Business Central



## Eligibility:

Gaining access to Microsoft Dynamics 365 varies based on account type and licensing requirements. Review the product terms and prerequisites on [Microsoft Learn](#) to determine its extensibility within your environment.

## Impact on workplace environment

Copilot in Dynamics 365 enhances productivity and efficiency for various business functions.



### Increase Sales

Grow your revenue by using AI and real-time insights to understand customers, personalize journeys, and close more deals



### Personalize Experiences

Create more lasting customer connections at every touchpoint while improving team processes and productivity with AI



### Modernize Finances

Innovate and keep pace with evolving needs by using AI and automation to optimize financial and accounting operations

For more insight on how Copilot in Dynamics 365 can transform your business, [visit our Microsoft Adoption page](#).

## Additional important resources

[Learn about licensing at Microsoft and the Microsoft Customer Agreement](#)

[Understand what the product terms are for your purchase](#)

[Learn about the Microsoft partner network](#)

[Learn how to do more with Copilot in Dynamics 365](#)

Be sure to consider your existing Microsoft agreements across your organization. Discuss with Microsoft or your partner.

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