

# Copilot: What's New & What's Next?

FAQ's

### **1. Q: Why can't I see Anthropic (Claude) models in my tenant?**

**A:** Anthropic models are not enabled by default. Access is controlled by Microsoft 365 administrators and must be explicitly enabled within the tenant. Organisations should review any privacy, security, compliance and regulatory requirements before enabling third-party models.

### **2. Q: Is my data still protected if I use different AI models inside Copilot?**

**A:** Yes. Microsoft continues to provide enterprise protections and governance controls across supported models within the Copilot ecosystem. Organisations should still assess any regulatory or compliance implications associated with enabling specific third-party models.

### **3. Q: Can I choose my own default AI model, such as Claude?**

**A:** Currently, model selection is generally made within the individual Copilot experience. Administrators can determine which models are available to users, but there is currently no capability to enforce a specific default model for every new Copilot conversation.

### **4. Q: Do Custom Instructions need to be entered every time?**

**A:** No. Once configured, Custom Instructions are retained and used across future Copilot conversations. The recommendation shared during the session was to provide meaningful detail about your role, communication preferences, audience and working style to improve output quality and consistency.

### **5. Q: Can users see their own Cowork credit consumption?**

**A:** Today, the primary user-facing capability is the /cost command, which provides visibility into the credits consumed by a task and remaining allocation. There is currently no live "taxi meter" experience that continuously tracks credit consumption across all Cowork activity. Administrators can access more detailed reporting through cost management and administrative reporting tools.

### **6. Q: Can I schedule an agent to run automatically and email me the results?**

**A:** Yes. A common approach is to combine Copilot Studio, Workflows and Power Automate. This allows organisations to trigger agent-based processes on a schedule and automatically distribute the output via email, Teams or other connected services. Typical use cases include daily reports, insight summaries, compliance updates and operational reporting.

### **7. Q: How can I control and govern Cowork costs?**

**A:** Microsoft provides cost management policies, user and group allocations, usage reporting, spending controls and credit monitoring. The recommendation discussed during the session was to start with targeted use cases, establish governance controls, measure outcomes and scale usage gradually as value is demonstrated.

## **8. Q: Does Copilot have access to all data across my organisation?**

**A:** No. Copilot operates within the existing Microsoft 365 security and permissions model. It only retrieves information that the individual user already has permission to access. Copilot does not bypass organisational security boundaries or grant access to restricted content.

## **9. Q: Is there a risk of oversharing or exposing sensitive information?**

**A:** Copilot will respect existing permissions, but it can make existing oversharing easier to discover. Organisations should review SharePoint, OneDrive and Microsoft 365 permissions, information protection policies and governance controls before broad Copilot deployment. Copilot cannot break permissions, but it can surface information users already have access to.

## **10. Q: How do I know when to use Microsoft 365 Copilot versus Cowork?**

**A:** Microsoft 365 Copilot is typically best suited for day-to-day productivity tasks such as drafting emails, creating presentations, summarising meetings, analysing documents and assisting with work.

Cowork is intended for larger delegated tasks involving deeper reasoning, multiple data sources, report creation, presentations, dashboards and broader outcome generation.

A useful rule of thumb is:

- Use Copilot when you want help completing a task.
- Use Cowork when you want AI to complete a piece of work and return the finished outcome.

Several attendees also noted that standard Microsoft 365 Copilot already covers many common productivity scenarios before organisations need to consider Cowork.