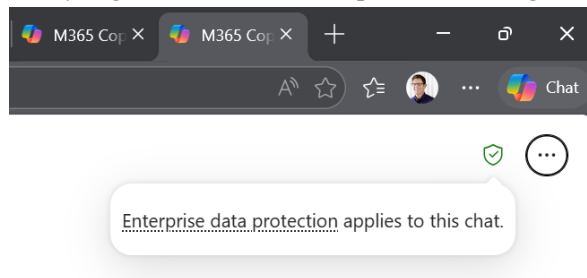


20 Comparing Copilots

What's in a name? A lot of capability and confusion, honestly. This brief chapter will compare and contrast **Microsoft 365 Copilot**, **Microsoft 365 Copilot Chat** (formerly Bing Chat Enterprise), and **Personal Accounts with Copilot** across several dimensions.

What CISOs should know is that there is a free / consumer grade Copilot service as well, which offers none of the protections provided to paying clients. This service, inconveniently located at www.copilot.com, should not be confused with the Microsoft 365 Copilot services, located at www.microsoft365.com. Many organizations block the public site using web filters to avoid any confusion. In addition, users should be trained to use the sanctioned URL and look for the checkbox, indicating Enterprise Data Protection.



Shared Similarities

All three Copilot (paid) services are cloud-based platforms that leverage AI and natural language processing to provide conversational assistance for various tasks. They can help users find information, answer questions, perform actions, and draft content within multiple applications.

The Services, at a Glance

Dimension	Microsoft 365 Copilot	Microsoft 365 Copilot Chat (formerly Bing Chat Enterprise)	Copilot in Personal / Family plans
Pricing	\$30 / Person / Month	Typically included in enterprise-level Microsoft 365 subscriptions.	\$20/person/month
Features	Seamlessly integrated with Microsoft 365 apps (Teams, Outlook, etc.). Provides contextual input from across the tenant.	Primarily designed as a secure entry for businesses to use GenAI	Tailored for professional authors and content creators.
Security	Inherits security measures from Microsoft 365. Data encryption, access controls, and compliance features.	Operates within the enterprise trust boundary as shown in Chapter 14.	Aligns to the personal or family plan agreements

Dimension	Microsoft 365 Copilot	Microsoft 365 Copilot Chat (formerly Bing Chat Enterprise)	Copilot in Personal / Family plans
Public Exposure Risk for Data	User and business data is protected and will not leak outside the org.	Similar to Microsoft 365 Copilot.	Similar, nothing is exposed to public internet or external users.
Training Data	Microsoft has no eyes-on prompts nor responses. Chat data is not used to train the underlying LLMs.	Microsoft doesn't retain prompts and responses, so they can't be used as part of a training set for the underlying large language model.	Prompts are not used to train the underlying large language models (LLMs).
Augment Prompts with work data	High flexibility to augment prompts with custom data. Ideal for domain-specific content.	Not applicable, Limited to files that are attached/open, and to Internet search only.	Enables AI features Office apps.
Internet Data Retrieval	Can draw information from the internet if the "Web Content" plugin is active.	Gets most of its info from external data sources.	Similar to Microsoft 365 Copilot.
Agent Use + Creation	Free creation and usage.	No creation, Pay as You Go usage	No

Which to use when?

In short, large organizations would opt for the first two, while very small businesses and individual businesses would opt for the latter. **If using Microsoft 365 Copilot, people can use and even combine the first two.**

There may be advantages to bouncing back and forth with WorkIQ disabled, and then enabled.

From Edge or www.microsoft365.com, gather some research about your topic of interest with the “WorkIQ” option “Off.” This **only** uses data from the web and the LLM (not from your tenant). Then you can re-enable “WorkIQ” and combine your research with some of your company’s data.

For instance, at www.microsoft365.com, click off the “WorkIQ” option and prompt “Summarize the top 10 important messages about artificial intelligence that <<company to research >> made in its 2023 annual report. Create them in numbered format, and go to some detail. Also provide your thoughts about the long-term impacts of those 10 statements.”

Copy the results, and trim to fewer than ~100,000 words.

Now click the “WorkIQ” button back on, prompt with “Create a table mapping <<company you’re researching>>’s AI strategy as depicted in the following bullets, *plus how my company’s strategy* for serving our customers’ AI needs as defined in /<<your company’s strategy.doc>> aligns to theirs.”

The purpose of the first prompt is to not influence the research with files from within your M365 tenant. The purpose of the second is to take the independent research and augment it with your organizational data.

Other Microsoft Copilots and their purposes

In what may be the broadest overuse of a term since “Defender,” Microsoft makes many other Copilots. The word depicts, in essence, an assistant for people in nearly every app. Here is a short list of some of the other available Copilots. Each has its own licensing scheme and reason for being.

Copilot name	Purpose
Copilot Studio	A site where people can create AI Agents, for their own use and for use within their team or organization. See Chapter 13 for more detail.
GitHub Copilot	A ‘vibecoding’ assistant that helps developers write code faster and better by suggesting lines or entire functions based on natural language comments or existing code.
Microsoft Security Copilot	A security assistant that helps security analysts and engineers identify, prioritize, and remediate threats across Microsoft 365, Azure, and other cloud services by providing automated insights and actions.
Copilot for Sales	A sales agent that helps salespeople and managers improve their sales performance and productivity by providing personalized coaching, insights, and recommendations based on data from Dynamics 365 and other sources, like Salesforce.
Copilot for Service	A service agent that helps customer service agents and managers deliver better customer experiences and resolve issues faster by providing contextual guidance, knowledge, and automation based on data from Dynamics 365 and other sources.

A Tool for Every Job

All these options are great tools, but since you’re reading this book, it’s likely you’ll be using the first two (Microsoft Copilot and Microsoft 365 Copilot Chat). If you still have an interest in using other public LLMs, like ChatGPT, check out the next chapter. If not, skip ahead to learn about extending Copilot into other data sources.

