

Copilot Agent & Extensibility Service

Your dedicated Microsoft 365 Copilot extensibility partner

A single subscription that gives your business Dovetail's Microsoft 365 agent catalogue, Copilot Studio components, Flows, Cowork skills, training and ongoing support. One predictable monthly fee, scaled to your Microsoft 365 user count.

Challenges

- M365 Copilot is licensed but adoption is patchy and ROI is unclear
- Per-agent pricing is unpredictable and ties value to a single tool
- Microsoft is moving fast, individual agents risk becoming redundant as native equivalents land
- Internal teams lack the time and expertise to build, maintain and extend the Copilot platform

How Dovetail helps

- One service, one predictable price
- Access to agents, Flows, skills, training and support
- Your extensibility partner for Microsoft 365 Copilot
- Built to keep evolving as Microsoft's platform changes

Wherever you are on your AI journey

1

Just getting started

Move from licence to live value. Readiness, baseline training, first agents in your tenant and quick wins your users actually feel, without standing up an internal AI team.

2

Already using Copilot

Step up to the next stage. More pre-built agents, intermediate Copilot training, Cowork skills and Agents that deepen adoption and turn early usage into measurable ROI.

3

Building your own agents

Build faster and more reliably. Copilot Studio design, build guidance, Flows, MCP Servers, and our extensibility layer, so your team ships in weeks, not months.

Talk to us about activating the service for your organisation

[Book a scoping session](#)

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WHAT'S INCLUDED & HOW IT SCALES

Our service. Everything you need.

Predictable, scalable, and tied to your Microsoft 365 footprint

The Copilot Agent & Extensibility Service includes every part of Dovetail's offering. Pre-built agents, Flows, MCP Servers, Cowork skills, training and ongoing support. All bundled into a single predictable subscription, priced in line with your Microsoft 365 user base. Onboarding, tailoring and bespoke builds scoped separately where needed.

Whats included

- Full Dovetail agent catalogue of current and future
- Copilot Flows, built and maintained by Dovetail
- MCP Servers, setup and ongoing maintenance
- M365 Cowork skills and other extensions
- Copilot Studio agent design and build advice

Also included

- End-user training and adoption support
- Ongoing Copilot, Cowork and agent assistance
- Monthly update training (group)
- New agent releases included as standard
- Priority Support

Built to scale with your Microsoft 365 footprint

The service is priced against your Microsoft 365 user count, using a clear number already visible in your M365 service. As adoption grows, the subscription scales with the platform footprint we're extending, with bespoke builds scoped separately where needed.

Designed to turn adoption into measurable value

The outcome is higher Copilot adoption, clearer ROI, faster workflows, fewer hand-offs, and governed AI inside your Microsoft 365 tenant. You get a scalable foundation that evolves with Microsoft's platform and your business needs.

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