

COPILOT LICENCES

Copilot licence review: 6 questions before you renew

A Copilot seat nobody opens costs the same as one that saves someone an hour a day. These six questions show which is which, using reports you already have.

Where the data lives: Microsoft 365 admin centre > Reports > Usage > Microsoft 365 Copilot. It shows licensed users, active users and the last activity date per user for each app. Names are hidden by default; a Global Administrator can show them under Settings > Org settings > Services > Reports.

QUESTION 1

How many seats are assigned vs active in the last 30 days?

Start with the gap between licensed users and active users. That gap is your review list.

QUESTION 2

Who hasn't used Copilot in any app for 30+ days?

Check the last activity date across Teams, Outlook, Word, Excel, PowerPoint and Copilot Chat, not just one app.

QUESTION 3

Is someone using it in only one app?

A user who only asks for Teams meeting recaps may be well served. Or may never have been shown the rest.

QUESTION 4

Which departments use it and which don't?

Low use clustered in one team usually means a training or use-case gap, not a people problem.

QUESTION 5

Did the dormant users ever get onboarding?

Before removing a seat, check whether that person was ever trained. A short session costs less than a seat nobody uses.

QUESTION 6

Who's waiting for a seat?

Reassign before you buy more. A seat moved to someone who asked for it is often the quickest win in the review.

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- Custom SPFx web parts, Teams tools and automation
- Adoption and training, and Copilot grounded in your data

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BOOK ONLINE
apps365ltd.com/talk

CALL
+44 (0)20 3890 3026

EMAIL
info@apps365ltd.com