



Microsoft Power Apps, Microsoft Power Automate and Microsoft Power Virtual Agents Licensing Guide

Table of Contents

How to buy	2
Licensing Programs	2
How to license	2
Multiplexing	2
Licensing Requirements for External Users	3
Power Apps Subscriptions	3
Power Apps.....	3
Power Apps portals	7
Power Automate Subscriptions	9
Power Automate	9
Power Automate per user with attended RPA plan	11
Power Automate unattended RPA add-on	12
Power Automate use rights included with Windows licenses.....	15
Power Virtual Agents subscriptions	17
Subscription Capacity	19
Capacity add-ons.....	21
Dataverse (Common Data Service) capacity add-ons	21
AI Builder capacity add-on	21
Power Virtual Agents capacity add-on.....	22
Trial and Implementation.....	22
Power Platform Service Support.....	23
Pricing	23
Additional Resources	23
Appendix A: Terminology and Custom Tables	24
Appendix B: Dynamics 365, Office 365, and Windows licenses that include Power Platform capabilities	26
Appendix C: Change Log.....	29

Using This Guide

Use this guide to improve your understanding of how to license Microsoft Power Apps, Power Automate, and Power Virtual Agents.

This guide is not intended to influence the choice of Microsoft products and services. The examples presented in this guide are illustrative. Microsoft reserves the right to review or update this document at any time without notice.

This document applies for users with Power Apps, Power Automate and Power Virtual Agents licenses.

To facilitate understanding of licensing requirements this guide is structured as follows:

- 1) What's new
- 2) Channel Licensing (how to buy)
- 3) How to license (product licensing)
- 4) Capacity add-ons
- 5) Notes: Changes

For help determining the right technology solution for any given organization, including the license requirements for a specific product or scenario, consult with your Microsoft account team or your Microsoft Certified Partner. This guide does not supersede or replace any of the legal documentation covering use rights.

The latest version of this guide can be found [here](#).

What's new in this licensing guide

See the Change log [Appendix C](#), for minor changes effective February 2022.

How to buy

Licensing Programs

Licensing programs are channels where you can buy Power Apps, Power Automate and Power Virtual Agents. You can license Power Apps, Power Automate and Microsoft Power Virtual Agents through Microsoft Volume Licensing (VL), Cloud Solution Provider program (CSP), and/or Web Direct (MOSP) programs. In Volume Licensing, Power Apps and Power Automate are available through:

- Enterprise Agreement (EA)
- Enterprise Agreement Subscription (EAS)
- Server and Cloud Enrollment (SCE)
- Enrollment for Education Solutions (under the Campus and School Agreement) (EES)

Additional channels:

- Microsoft Online Government
- Microsoft Products and Services Agreement (MPSA). More information on MPSA is available [here](#).
- Microsoft Online Subscription Program (Web Direct/MOSP)

For more information on Power Apps, Power Automate, and Power Virtual Agents licensing channels and segment availability, refer to the [Product Terms](#).

Participating in a Volume Licensing program typically involves signing an agreement and/or enrollment, meeting a minimum purchase requirement, and ordering licenses through a Microsoft Reseller. Visit the [Microsoft Volume Licensing website](#) to learn more about how to buy through Volume Licensing, find a reseller partner, and more helpful information.

How to license

Multiplexing

Multiplexing refers to the use of hardware or software that a customer uses to pool connections, reroute information, or reduce the number of users that directly access or use the Power Apps, Power Automate and Power Virtual Agents service. Multiplexing does NOT reduce the number of subscription licenses of any type required to access the Power Apps, Power Automate and Power Virtual Agents apps. Any user or device that accesses Power Apps, Power Automate and Power Virtual Agents apps, directly or indirectly must be properly licensed.

Power Apps, Power Automate and Power Virtual Agents services can only be accessed with Power Apps, Power Automate or Power Virtual Agents licenses. Similarly, Power Apps, Power Automate and Power Virtual Agents licenses are required for users that input data into, query, or view data from the Power Apps, Power Automate and Power Virtual Agents apps through a pooling device. Pooled connections use a non-interactive user account in Power Apps, Power Automate and Power Virtual Agents that can access the system but only via the web service layer. Internal users accessing Power Apps, Power Automate and Power Virtual Agents services indirectly through a portal or via an API to a separate service such as Microsoft Outlook must also be properly licensed, regardless of if they are set up as a Power Apps, Power Automate and Power Virtual Agents user in the app, for example:

- Internal users that access the Power Apps, Power Automate and Power Virtual Agents services must still be properly licensed for Power Apps, Power Automate and Power Virtual Agents.
- Any user that accesses Power Apps, Power Automate and Power Virtual Agents services made available through an automated process requires a Power Apps, Power Automate or Power Virtual Agents license.

- The number of tiers of hardware or software between Power Apps, Power Automate and Power Virtual Agents apps and the user or devices that ultimately use Power Apps, Power Automate and Power Virtual Agents services indirectly does not affect the number of User SLs required.

For additional information about multiplexing refer to the [Microsoft Multiplexing Overview](#).

Licensing Requirements for External Users

External users must be appropriately licensed to access Power Platform services and data. Applicable licensing includes:

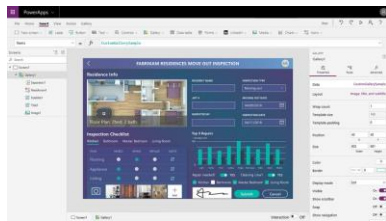
- An appropriate Power Platform User SL
- Seeded licensing capabilities from Office or Dynamics 365 User SLs
- Power Apps portals login or page view capacity
- Accessing via an appropriately licensed Power Automate per flow workflow

Users must be appropriately licensed whether they are accessing directly or indirectly per multiplexing guidelines.

For additional information on external guest user access please see [here](#).

Power Apps Subscriptions

Power Apps



Service Overview

Power Apps is a low code/no code application platform that allows enterprises to digitize business operations by easily building line of business applications and customizing existing Office 365 and Dynamics 365 applications. For more details, please visit <https://powerapps.microsoft.com/>.

Licensing overview

General purpose, full Power Apps capabilities are licensed on a standalone basis. Additionally, limited Power Apps capabilities are included within various Office 365 and Dynamics 365 licenses; for more information, please see the sections titled *Power Apps use rights included with Dynamics 365/Office 365 licenses* later in this document.

High level overview of the licensing structure is provided below.

	Per user, per app	Per user
Licensing scheme	Per user, per app	Per user
Description	Allows individual users to run applications ¹ for a specific business scenario based on the full capabilities of Power Apps	Equips users to run unlimited applications based on the full capabilities of Power Apps

¹ Each license allows end user to run 1 custom app or access 1 custom portal.

Standalone Power Apps licensing

Customers that need general purpose and full capabilities of the platform should license Power Apps on a standalone basis. Licensing is supported on both a “per user, per app” basis as well as a “per user” basis. Both standalone licenses are fully featured. Details follow.

Power Apps per app plan

The Power Apps per app plan allows organizations to get started with the platform at a lower entry point.

Customers on the per app plan typically start with 1-2 leading use case scenarios before adopting the platform more broadly. The Power Apps per app plan is an attractive licensing option for licensing end users that run only a few apps.

The Power Apps per app plan allows individual users to run 1 custom application (be it canvas or model) or access 1 custom portal based on the full capabilities of Power Apps.

Per user, per app offer summary	
SKU Name	Power Apps per app plan
License type	Per user license
License assignment	In product
Are licenses stackable?	Yes

Note:

- Embedded canvas apps within a model-driven app will not count towards the one-app limit.
- A single user might be covered by multiple 'per app' licenses to allow the user to use multiple solutions targeted at various business scenarios, without requiring a per-user license.
- Once a pool of Power Apps per app licenses is purchased, individual licenses need to be assigned to specific environments and to individual users (i.e., if the same app exists in two environments, a user will require two per app User SLs to access both.)
- The Power Apps Per App plan is available to education customers under faculty and student pricing. Since these licenses are sold as tenant level capacity and not assigned to users in Active Directory, customers and partners will be responsible for ensuring that student pricing is only being applied to students. This means that when licenses are purchased with student pricing, the number of app licenses assigned to non-students (i.e., faculty) may not exceed the number of faculty licenses purchased, as this would indicate that student licenses have been assigned to faculty.

Entitlement Summary for Power Apps per app license

Plans and capabilities		Power Apps per app plan
Run custom apps / portals	Run one custom app (canvas or model driven), or access one custom portal	1 app or portal
Connect to your data	Standard connectors	●
	Premium and custom connectors	●
	On premises data gateway	●
Store and manage data	Utilize Dataverse (formerly Common Data Service)	●
	Create and access custom tables (includes complex tables)	●
	Dynamics 365 restricted tables access ¹	Read only
Execute flows	Automated, instant, and scheduled flows ²	Within app context
	Business process flows	
Per license capacity	Dataverse Database Capacity ³	50 MB
	Dataverse File capacity ³	400 MB
Infuse AI	AI Builder service credits ⁴	250 credits

¹A table within Dataverse becomes restricted only if the Dynamics 365 application is installed on a given environment.

²Power Automate use rights included with Power Apps standalone plans do not include desktop flow functionality, which requires a separate purchase of Power Automate per user with attended RPA plan.

³Dataverse database and file capacity entitlements are pooled at the tenant level.

⁴Cap on accrued capacity: 1,000,000 credits. For more AI Builder service credits, use the AI Builder capacity add-on.

Please review <http://aka.ms/platformlimits> for more details.

Power Apps per user plan

The Power Apps per user plan allows licensed users to run **unlimited** custom applications based on the full capabilities of Power Apps.

Per user offer summary	
SKU Name	Power Apps per user plan
License type	User license

Entitlement Summary for Power Apps per user license

Plans and capabilities		Power Apps per user plan
Run custom apps / portals	Run custom apps (both canvas and model driven)	Unlimited
	Access custom portals	Unlimited
Connect to your data	Standard connectors	•
	Premium and custom connectors	•
	On premises data gateway	•
Store and manage data	Utilize Dataverse (formerly Common Data Service)	•
	Create and access custom tables (includes complex tables)	•
	Dynamics 365 restricted tables access ¹	Read only
Execute flows	Automated, instant, and scheduled flows ²	Within app context
	Business process flows	
Per license capacity	Dataverse Database Capacity ³	250 MB
	Dataverse File Capacity ³	2 GB
Infuse AI	AI Builder service credits ⁴	500 credits

¹A table within Dataverse becomes restricted only if the Dynamics 365 application is installed on a given environment.

²Power Automate use rights included with Power Apps standalone plans do not include desktop flow functionality, which requires a separate purchase of Power Automate per user with attended RPA plan.

³Dataverse database and file capacity entitlements are pooled at the tenant level. Please review <http://aka.ms/platformlimits> for more details.

⁴Cap on accrued capacity: 1,000,000 credits. For more AI Builder service credits, use the AI Builder capacity add-on. Please review <http://aka.ms/platformlimits> for more details.

Dynamics 365 Field Service use rights for Power Apps users

Power Apps users now have the ability to create, read, update and delete Dynamics 365 Field Service work orders. This includes employee self-serve and internal creation on behalf of customers for internal users. Users cannot resolve/close or act in a manner similar to that of a resolver. To learn more about D365 Field Service, see the [Dynamics 365 Licensing Guide](#).

Power Apps use rights included with Dynamics 365 licenses

Limited Power Apps use rights are included within the same environment(s) as the licensed Dynamics 365 application(s) to allow users to customize and extend Dynamics 365 applications. Use of Power Apps capabilities included with Dynamics 365 licenses must be only within the context of the licensed Dynamics 365 application. Further, the specific use rights vary by Dynamics 365 license type.

Power Apps use rights with Dynamics 365 applications

Capabilities		Dynamics 365 Applications ¹	Dynamics 365 Enterprise Applications ²
Run custom apps ³	Run standalone apps (canvas/model driven)	-	Within same environment(s) as licensed Dynamics 365 application(s) ³
Connect to your data	Standard connectors	•	•
	Premium and custom connectors	•	•
	On premises data gateway	•	•
Store and manage data	Utilize Dataverse (formerly Common Data Service)	•	•
	Create and access custom tables	15 per application	•
	Dynamics 365 restricted tables use rights	Create, read, update, delete (CRUD)	CRUD
Execute flows	Automated, instant, and scheduled flows	Within app context	Within app context
	Business process flows		
Infuse AI	AI Builder capacity add-on	\$	\$
Power Apps Portal use rights	Standalone Power Apps Portals use rights	-	Within same environment(s) as licensed Dynamics 365 application(s)

¹Dynamics 365 Sales Professional, Dynamics 365 Customer Service Professional, Dynamics 365 Team Members, Dynamics 365 Operations – Activity, Dynamics 365 Human Resources Self Service, Dynamics 365 Business Central Team Members

²Dynamics 365 Sales Enterprise, Dynamics 365 Customer Service Enterprise, Dynamics 365 Field Service, Dynamics 365 Finance, Dynamics 365 Supply Chain Management, Dynamics 365 Project Operations, Dynamics 365 Commerce, Dynamics 365 Human Resources, Dynamics 365 Business Central, Dynamics 365 Intelligent Order Management

³For Finance, Supply Chain Management, and Commerce, the Dynamics 365 environment is defined as the environment that the dual write feature is configured against. For Business Central the Dynamics 365 environment is defined as an environment that includes one or more Power Apps that integrate with Business Central.

Please review <http://aka.ms/platformlimits> for more details.

Power Apps use rights included with Office 365 licenses

Limited Power Apps use rights are included with select Office 365 licenses to allow users to customize and extend Office 365 for productivity scenarios, and to deliver a comprehensive low-code extensibility platform for Microsoft Teams. For a complete list of Office 365 licenses that include Power Apps and Dataverse for Teams use rights, please refer to [Appendix B](#).

Power Apps use rights with Office 365 licenses

Capabilities		Office 365
Run custom apps/portals	Run custom apps (canvas apps)	Unlimited
	Run custom apps (model driven apps)	-
	Access custom portals	-
Connect to your data	Standard connectors	•
	Premium Connectors	-
	On premises data gateway	-
Store and manage data	Utilize Dataverse for Teams (use for apps in Teams only) ^{2,3,4}	Select O365 licenses
	Utilize Dataverse (formerly Common Data Service)	-
	Create and access custom tables (includes complex tables)	-
Execute flows	Power Automate use rights (See Power Automate with Office 365 section)	•
Per license capacity	Dataverse Database Capacity ⁵	-
	Dataverse File Capacity ⁵	-

¹Customers can publish their Azure backend service as APIs and export these APIs to the Power Platform as custom connectors via Azure API Management. Customers with eligible Office 365 licenses that include Dataverse for Teams can use these connectors for custom applications, flows, and chatbots running in Teams and to connect Azure backend services, not on-premises or 3rd party clouds. Please see [Azure API Management](#) page and technical documentation [here](#).

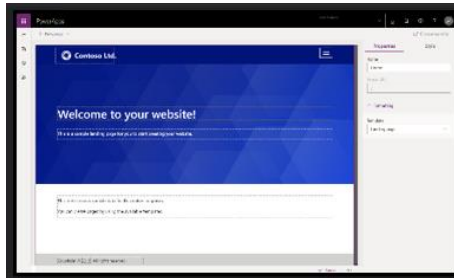
²Dataverse for Teams is a built-in flexible datastore that provides data storage and a one-click solution for app deployment in Teams. For a complete list of Office 365 licenses that include Dataverse for Teams use rights, please refer to [Appendix B](#).

³Each Dataverse for Teams environment uniquely maps (1:1) to a Teams team and can store up to 1,000,000 records based on typical usage. Please refer to the public link [here](#) for the details on Dataverse for Teams capacity and service limits.

⁴Dataverse for Teams does not grant additional entitlements with standalone Power Platform licenses but supports premium functionality that comes with the corresponding license. Example: In a given Dataverse for Teams environment, accessing premium connectors in the context of an app requires all users accessing the app to be licensed either with the Power Apps per app or per user plans depending on the customer scenario/needs.

⁵Dataverse database and file capacity entitlements are pooled at the tenant level. Please review <http://aka.ms/platformlimits> for more details.

Power Apps portals



Service Overview

Power Apps portals deliver the capability to build standalone, external-facing portals over the Dataverse (formerly Common Data Service). For more information on Power Apps portals, please visit <https://powerapps.microsoft.com/en-us/powerapps-portals/>

Licensing overview

Provisioning a Power Apps portals instance

Power Apps portals instances can be provisioned by customers on-demand. Provisioning a portals instance draws 1GB from available (unused) Dataverse database capacity. Thus, provisioning additional portals instances is only capped by available Dataverse database capacity.

Usage of a Power Apps Portals instance

Each end user that accesses a Power Apps portals instance needs to be licensed appropriately. The table below outlines the end user types.

End user type		Description	Use case examples
Authenticated	External user ¹	Obtains secure access to personalized data by utilizing authentication mechanisms such as Azure AD B2C, LinkedIn, Okta, etc.	<ul style="list-style-type: none"> B2B - Partner management (Dealer, Supplier, Franchise etc.) B2C – Account management etc.
	Internal user	Obtains secure access to personalized data by utilizing Azure AD associated with their Power Apps or D365 login credentials	<ul style="list-style-type: none"> Employee self-serve
Unauthenticated	n/a	Accesses publicly viewable web pages powered by the portal	<ul style="list-style-type: none"> Knowledge management sites

¹“External User” means users that are not employees, onsite contractors or onsite agents of Customer or its Affiliates

The licensing scheme varies based on end user type.

End user type		Licensing model	Description
Authenticated	External user ¹	<ul style="list-style-type: none"> Per login 	A login provides the authenticated user with access to a single portal for up to 24 hours . Multiple logins during the 24-hour period count as 1 billable login. A login can be considered as a day pass to a single Power Apps portal.
	Internal user	<ul style="list-style-type: none"> Power Apps per app, or Power Apps per user, or Select D365 licenses 	Custom portal use rights are aligned with custom app use rights
Unauthenticated	n/a	<ul style="list-style-type: none"> Per page view 	

Per login model

For Power Apps portals instances that implement authenticated external user scenarios, appropriate login capacity, based on anticipated usage volumes, should be purchased. Customers should purchase necessary capacity of logins across all portals instances that cater to authenticated external user scenarios.

SKU Names	Unit Capacity	Min Purchase	Monthly Volume	Channel
PowerApps Portals login capacity add-on tier-1	100 logins /month	1	100 logins	All
PowerApps Portals login capacity add-on tier-2		10	1,000 logins	All
PowerApps Portals login capacity add-on tier-3		50	5,000 logins	All

Each unit provides 100 logins/month. Volume tiers and corresponding SKUs differ based on minimum purchase requirements. For each of the tiers, once the minimum purchase requirement is met, additional units can be purchased in units of 1.

For example, a customer requiring 5,500 logins/month can purchase 55 units of "Power Apps Portals login capacity add-on tier-3."

Capacity enforcement

For the Power Apps portals login capacity add-on SKUs, purchased capacity is enforced monthly. Unused logins do NOT carry over from one month to another. Customers should purchase appropriate capacity aligned with peak monthly anticipated usage.

Overage handling

While occasional and reasonable overages will be tolerated, customers exceeding purchased capacity should adjust their purchase quantity per standard Microsoft terms to remain in compliance.

Assignment of purchased capacity

The minimum assignment capacity per Power Apps portals instance is 100 logins/month. Once the minimum capacity of 100 logins/month is assigned, additional logins can be added in terms of 1 login.

Per page view model

For Power Apps portals instances that implement anonymous access scenarios, appropriate capacity of page views, based on anticipated usage, should be purchased. Customers should purchase necessary page views capacity across all portals instances that cater to anonymous access scenarios.

SKU Name	Unit Capacity	Channels
Power Apps portals page view capacity add-on	100,000 page views/month	All

Each unit provides 100,000-page views per month. For example, a customer requiring 570,000-page views per month, should purchase 6 units of the "Power Apps Portals page view capacity add-on."

Capacity enforcement

For Power Apps portals page view capacity add-on SKUs, purchased capacity is enforced monthly. Unused page views do NOT carry over from one month to another. Customers should purchase appropriate capacity aligned with peak monthly anticipated usage.

Overage handling

While occasional and reasonable overages will be tolerated, customers exceeding purchased capacity should adjust their purchase quantity per standard Microsoft terms to remain in compliance.

Assignment of purchased capacity

The minimum assignment capacity per Power Apps portals instance is 50,000 page views/month. Once the minimum capacity is assigned, additional page view capacity add-on licenses can be added. Each capacity add-on license provides 100,000 additional page views per month.

Power Apps portals – Use rights for Internal users

For internal users, use rights for Power Apps portals align with use rights to Power Apps.

License	Custom Power Apps Portals use rights
Dynamics 365 Team Members	None
Dynamics 365 Operations - Activity	None
Dynamics 365 Professional license ¹	None
Dynamics 365 Enterprise license ²	<ul style="list-style-type: none">• Power Apps portals that map to licensed Dynamics 365 application context• Power Apps portals that map to the same environment as the licensed Dynamics 365 application
Power Apps per app	1 Power Apps portal or run 1 Power Apps per app
Power Apps per user	Unlimited Power Apps portals
Office 365	None

¹Dynamics 365 Sales Professional, Dynamics 365 Customer Service Professional

²Dynamics 365 Sales Enterprise, Dynamics 365 Customer Service Enterprise, Dynamics 365 Field Service, Dynamics 365 Finance, Dynamics 365 Supply Chain Management, Dynamics 365 Project Operations, Dynamics 365 Commerce, Dynamics 365 Human Resources, Dynamics 365 Business Central, Dynamics 365 Intelligent Order Management

Please review <http://aka.ms/platformlimits> for more details.

Power Automate Subscriptions

Power Automate



Service Overview

Power Automate allows enterprises to implement automated workflows and business processes and achieve operational efficiencies. For more details, please visit <https://powerautomate.microsoft.com/>.

Licensing overview

General purpose Power Automate capabilities are licensed on a standalone basis. Limited Power Automate capabilities are also included within Power Apps, Dynamics 365, and Office 365 licenses. For more information, please see the sections titled *Power Automate use rights included with Dynamics 365/Office 365 licenses* later in this document.

High level overview of the licensing structure is provided below.

Power Automate	Per user	Per user with attended RPA	Per flow
Licensing scheme	Per user	Per user	Per flow (Minimum purchase of 5 flows)
Description	Allows individual users to create unlimited flows based on their unique needs.	Allows individual users to create unlimited flows, plus automate legacy applications through Robotic Process Automation (RPA) and AI.	Implement flows with reserved capacity that serve unlimited users across an organization.

Standalone Power Automate licensing

Customers that need full-fledged, general-purpose workflow, business process automation or Robotic Process Automation (RPA) capabilities, should consider purchasing standalone Power Automate licenses. Licensing is supported on both a “per user” basis as well as a “per flow” basis. All standalone licenses include the full capabilities on Power Automate with the exception of RPA functionality which is only included in Power Automate per user with attended RPA plan.

Power Automate per user plan

The Power Automate per user plan equips individual users to create and run **unlimited** workflows and business processes based on their unique needs. The per user plan is intended to support the broad adoption of an automation culture in an organization. Should the entire organization be licensed with the Power Automate per user plan, admins will have minimal overhead with tracking how many flows are being activated and used within the organization.

Per user offer details	
SKU Name	Power Automate per user plan
Enabled flows	Unlimited

Please review <http://aka.ms/platformlimits> for more details.

Power Automate per flow plan

The Power Automate per flow plan is licensed by flow and allows customers to implement critical business processes with capacity that serves teams, departments, or the entire organization without individually licensing each end user that triggers the licensed flow.

Power Automate per flow plan is great for departmental scenarios where typically, one power user sets up a flow and shares the same with the broader group. This plan alleviates the need to license each end user that knowingly/unknowingly triggers execution of the licensed flow.

Per flow offer details	
SKU Name	Power Automate per flow plan
Minimum purchase	5 units

Note:

- All types of **enabled top-level flows** need to be licensed (scheduled flows, automated flows, instant flows, and business process flows). Flows that are only used as “child” flows (triggered by another flow) do not need to be additionally licensed.
- Should customers wish to license more top-level flows, they should purchase more units of the “Power Automate per flow plan.”
- Should customers only wish to license more usage capacity for currently licensed flows, they can purchase the “Power Platform Requests add-on” license.

Plan and Capabilities		Power Automate per user plan	Power Automate per user with attended RPA plan	Power Automate per flow plan
Basics	Minimum purchase	N/A	N/A	5 units
	Licensed per user	●	●	-
Execute flows ¹	Cloud flows (Automated, instant, and scheduled flows)	●	●	●
	Business process flows	●	●	●
	Attended desktop flows	-	●	-
	Unattended desktop flows ²	-	\$	\$
	WinAutomation client capabilities ³	-	●	-
Visualize and analyze processes	Process advisor	●	●	-
Share and collaborate	Applies to flows included in the license	●	●	-
Connect to your data	Standard connectors	●	●	●
	Premium and custom connectors	●	● ⁴	●
	On premises data gateway	●	●	●
Store and manage data	Dataverse (formerly Common Data Service) use rights	●	●	●
Enterprise management and security	Centralized administration in PPAC	●	●	●
Per license capacity	Dataverse Database Capacity ⁵	250MB	250MB	50MB
	Dataverse File Capacity ⁵	2GB	2GB	200MB
Infuse AI	AI Builder service credits ⁶	\$	5,000	\$

¹See [technical documentation](#) for definitions of each flow type.

²Unattended RPA scenarios require Power Automate unattended RPA add-on and can be purchased separately. Concurrent instances of a singular process require an additional unattended bot for each instance. Multiple unattended RPA add-ons can be applied against a qualifying base license.

³Effective Dec 31, 2021, Microsoft will no longer support WinAutomation. Please see aka.ms/Softomotive-Instructions for more information.

⁴Desktop flow connector included (it is not included in Windows licenses)

⁵Additional Dataverse Database/File/Log capacity can be purchased in increments of 1GB. Dataverse Database and File capacity are pooled tenant wide.

⁶Additional AI Builder capacity can be purchased per 1M service credits for \$500/month; AI Builder service credit capacity is pooled at the tenant level.

Please review <http://aka.ms/platformlimits> for more details.

Note, scheduled flows may be configured to trigger every minute, irrespective of license type. There are no limits on the frequency of flow runs beyond what the connector supports.

Power Automate per user with attended RPA plan

Power Automate per user with attended RPA plan spans legacy and modern applications, allowing individual users to create unlimited flows for API-based automation plus automate legacy applications with desktop flows through Robotic Process Automation (RPA) and AI. This plan builds on the Power Automate per user plan with the ability for users to run an attended RPA bot on their workstation. Additionally, attended RPA includes access to AI Builder capacity in support of scenarios like forms processing, object detection, prediction, text classification and recognition, and more.

Please note running an RPA bot in an unattended scenario requires the addition of the Power Automate unattended RPA add-on – [learn more](#).

Per user with attended RPA offer details	
SKU Name	Power Automate per user with attended RPA plan
Execute Flows ¹ (Automated, instant, scheduled, and business process flows)	Unlimited
Desktop flows (with attended RPA bots ²)	1

Included AI Builder service credits	5,000/month
-------------------------------------	-------------

¹See [technical documentation](#) for definitions of each flow type.

²Multiple desktop flows may be authored/recorded for the RPA bot to execute. However, a bot can only execute one discrete desktop flow (i.e., process) at a time. Multiple processes must be serialized to run sequentially.

Please review <http://aka.ms/platformlimits> for more details.

Note:

- Desktop flow authoring, bot orchestration and management are included in the offer.
- WinAutomation* client capabilities are included in the offer.
- The bot must operate concurrently with the user on the same workstation; the bot can run more than one discrete process (desktop flows), but each process must be serialized to run sequentially.
- Additional AI Builder capacity can be purchased per 1M service credits for \$500/month; AI Builder service credit capacity is pooled at the tenant level.

*Effective Dec 31, 2021, Microsoft will no longer support WinAutomation. Please see

<aka.ms/Softomotive-Instructions> for more information.

Please review <http://aka.ms/platformlimits> for more details.

Power Automate unattended RPA add-on

The Power Automate unattended RPA add-on extends desktop-based automation by enabling a bot to run autonomously, i.e., independent of a user. Unattended bots can be deployed on a local or remote desktop, or other virtualized environment. The Power Automate per user with attended RPA or Power Automate per flow plans are eligible base offers for the unattended RPA add-on.

Note, the Power Automate unattended RPA add-on is licensed by bot. Concurrent instances of a singular process require an additional unattended bot for each instance. Multiple unattended RPA add-ons can be applied against a qualifying base license.

Power Automate unattended RPA add-on	
SKU Name	Power Automate unattended RPA add-on
Qualifying base licenses	Power Automate per user with attended RPA plan or Power Automate per flow plan
Included AI Builder service credits	5,000/month
Additional licensing may be required	Any software automated with an unattended bot may require additional licensing per software terms. For example, unattended RPA scenarios incorporating O365 require the Microsoft 365 - Unattended License. Please see the Product Terms for more information.

Note:

- One unattended RPA add-on license includes the rights to one unattended RPA bot, as well as all necessary functions tied to desktop flow authoring, bot orchestration and management.
- Running the unattended RPA bot in a VM requires the separate purchase of any necessary compute resources.
- Additional AI Builder capacity can be purchased per 1M service credits for \$500/month; AI Builder service credit capacity is pooled at the tenant level.
- Any services or applications the unattended bot accesses must be licensed separately. For instance, if the bot is accessing Windows or Office, the Microsoft 365 – Unattended License must also be purchased in addition to the Power Automate unattended RPA add-on.

Power Automate use rights included with Power Apps licenses

Power Apps licenses (both the Power Apps per app plan and the Power Apps per user plan) include Power Automate use rights for the purpose of automating workflows associated with the Power Apps application(s).

Power Automate use within Power Apps is limited to the context of the Power Apps application. What this means is that for both triggers and actions, flows included within a Power Apps application can connect to:

- Any data source within the use rights of the Power Apps application
- Directly with the Power Apps application (via built in trigger/action)

If the flow is isolated and has nothing to do with the Power Apps application, then standalone Power Automate licenses will need to be purchased.

Example of Power Automate use within Power Apps application context:

User with a standalone Power Apps license runs an app that uses SQL DB as the data source and includes flows that:

- Read from OR write to SQL DB
- Use a built-in Power Apps trigger and/or action – e.g., Send a push notification to the app

Example of Power Automate use outside of Power Apps application context:

The same user (in the example above) now also wants to use a flow that updates an Oracle database, and:

- Is completely unrelated to the Power Apps app
- Does not interact in any way with the Power Apps app (or its data sources)

This user will then require a standalone Power Automate license.

Plans and capabilities		Power Automate use rights within Power Apps licenses
Execute flows ¹	Automated, instant, and scheduled flows	•
	Business process flows	•
Connect to your data	Standard connectors	•
	Premium and custom connectors	•
	On-premises data gateway	•
Store and manage data	Dataverse (formerly Common Data Service) use rights	•

¹Power Automate use needs to map to the context of the embedding Power Apps application(s). Please review <http://aka.ms/platformlimits> for more details.

Power Automate use rights included with Dynamics 365 licenses

Dynamics 365 licenses include Power Automate use rights for the purpose of customizing and extending Dynamics 365 application(s).

Power Automate use within Dynamics 365 is limited to the context of the embedding Dynamics 365 application. For both triggers and actions, flows included within the Dynamics 365 application can connect to:

- Any data source within the use rights of the Dynamics 365 application
- Directly with the Dynamics 365 application (via built in trigger/action)

If the embedded flow is not within the context of the Dynamics 365 application, then standalone Power Automate licenses will need to be purchased.

Summary of Power Automate use rights with Dynamics 365 licenses

Plans and capabilities		Dynamics 365 Applications ²	Dynamics 365 Enterprise Applications ³
Execute flows ¹	Automated, instant, and scheduled flows	Within app context	Within app context
	Business process flows		
Connect to your data	Standard connectors	●	●
	Premium and custom connectors	●	●
	On-premises data gateway	●	●
Store and manage data	Dataverse (formerly Common Data Service) use rights	●	●
	Create and access custom tables	15 per application	●
	Dynamics 365 restricted tables use rights	CRUD	CRUD

¹Power Automate use needs to map to the context of the embedding Dynamics 365 applications.

²Dynamics 365 Sales Professional, Dynamics 365 Customer Service Professional, Dynamics 365 Team Members, Dynamics 365 Operations – Activity, Dynamics 365 Human Resources Self Service, Dynamics 365 Business Central Team Members

³Dynamics 365 Sales Enterprise, Dynamics 365 Customer Service Enterprise, Dynamics 365 Field Service, Dynamics 365 Finance, Dynamics 365 Supply Chain Management, Dynamics 365 Project Operations, Dynamics 365 Commerce, Dynamics 365 Human Resources, Dynamics 365 Business Central, Dynamics 365 Intelligent Order Management

Please review <http://aka.ms/platformlimits> for more details.

Power Automate use rights included with Office 365 licenses

Limited Power Automate use rights are included with select Office 365 licenses to allow users to customize and extend Office 365 for productivity scenarios, and to deliver a comprehensive low-code extensibility platform for Microsoft Teams. For a complete list of Office 365 licenses that include Power Automate and Dataverse for Teams use rights, please refer to Appendix B.

Power Automate use within Office 365 is limited to the context of the embedding Office 365 application. For both triggers and actions, flows included within the Office 365 application can connect to:

- Any data source within the use rights of the Office 365 application
- Directly with the Office 365 application (via built in trigger/action)

If the embedded flow is not within the context of the Office 365 application or if the embedded flow needs to connect to a premium on-premises or custom data source, standalone Power Automate licenses will need to be purchased.

Summary of Power Automate use rights with Office 365 licenses

Plans and capabilities		Power Automate use rights within Office 365 licenses
Execute flows	Automated, instant, and scheduled flows	●
	Business process flows	-
Connect to your data	Standard connectors	●
	Premium and custom connectors¹	-
	On-premises data gateway	-
Store and manage data	Utilize Dataverse for Teams (use for flows in Teams only) ^{2,3,4}	Select Office 365 licenses
	Dataverse (formerly Common Data Service) use rights	-

¹Customers can publish their Azure backend service as APIs and export these APIs to the Power Platform as custom connectors via Azure API Management. Customers with eligible Office 365 licenses that include Dataverse for Teams can use these connectors for custom applications, flows, and chatbots running in Teams and to connect Azure backend services, not on-premises or 3rd party clouds. Please see [Azure API Management](#) page and technical documentation [here](#).

²Dataverse for Teams is a built-in flexible datastore that provides data storage and a one-click solution for app deployment in Teams. For a complete list of Office 365 licenses that include Dataverse for Teams use rights, please refer to [Appendix B](#).

³Each Dataverse for Teams environment uniquely maps (1:1) to a Teams team and can store up to 1,000,000 rows based on typical

usage. Please refer to the public link [here](#) for the details on Dataverse for Teams capacity and service limits.

⁴Dataverse for Teams does not grant additional entitlements with standalone Power Platform licenses but supports premium functionality that comes with the corresponding license. Example: In a given Dataverse for Teams environment, accessing premium connectors in the context of a flow requires all users accessing the app to be licensed either by the Power Automate per user or per flow plans depending on the customer scenario/needs.

Please review <http://aka.ms/platformlimits> for more details.

Power Automate use rights included with Windows licenses

Limited Power Automate use rights are included with select Windows licenses to create and execute personal desktop automation for attended RPA capabilities in Power Automate Desktop. This expands the digital workforce’s ability to automate legacy tasks that can slow down workflows, empowering Windows users to start automating redundant and time-consuming tasks with low-code automation through RPA. For a complete list of Windows licenses that include these use rights, please refer to [Appendix B](#).

Power Automate use within Windows is available for all applications and websites (across all web browsers). Enterprise automation and administrative rights are not available in Windows.

Summary of Power Automate use rights with Windows licenses

Plan and Capabilities		Power Automate use rights within Windows licenses
Execute flows ¹	Cloud flows (Automated, instant, and scheduled flows)	-
	Business process flows	-
	Attended desktop flows	● Via Power Automate desktop ² only
	Unattended desktop flows	-
	WinAutomation ³ client capabilities	-
Share and collaborate	Applies to flows included in the license	-
Connect to your data	Standard connectors	-
	Premium and custom connectors	-
	On premises data gateway	-
Store and manage data	Dataverse (formerly Common Data Service) use rights	-
Enterprise management and security	Centralized administration in PPAC	Basic report ⁴

¹See [technical documentation](#) for definitions of each flow type.

²Power Automate Desktop in Windows is a free application you install on your PC that lets you login and create desktop flows. This application should not be utilized for business-critical functions as there is no SLA or Microsoft support. If Power Automate is business critical, users should purchase the appropriate Power Automate license which includes support.

³Effective Dec 31, 2021, Microsoft will no longer support WinAutomation. Please see aka.ms/Softomotive-Instructions for more information.

⁴Power Automate desktop flows basic usage reports are available via the [Power Platform Admin Center](#) (PPAC).

Summary view of Power Automate offers use rights:

Plan and Capabilities		Power Automate paid offers				Power Automate use rights included with			
		Per user plan	Per user with attended RPA plan	Per flow plan (min 5 units)	Unattended RPA add-on	O365	Windows	Power Apps	D365
Execute flows ¹	Cloud flows (Automated, instant, and scheduled flows)	●	●	●	-	●	-	● ²	● ²
	Business process flows	●	●	●	-	-	-	● ²	● ²
	Attended desktop flows	-	●	-	●	-	● ³	-	-
	Unattended desktop flows	-	-	-	●	-	-	-	-
	WinAutomation client capabilities ⁴	-	●	-	-	-	-	-	-
Visualize and analyze processes ⁵	Process advisor	●	●	-	-	-	-	-	-
Share and collaborate	Applies to flows included in the license	●	●	-	-	●	-	●	●
Connect to your data	Standard connectors	●	●	●	-	●	-	● ²	● ²
	Premium and custom connectors	●	● ⁶	● ⁶	-	-	-	● ²	● ²
	On premises data gateway	●	●	●	-	-	-	● ²	● ²
Store and manage data	Dataverse use rights	●	●	●	-	-	-	● ²	● ²
	Dataverse for Teams (use for flows in Teams only)					Select Office 365 licenses			
Enterprise management and security	Applies to flows included in the license	●	●	●	●	●	Basic report	●	●
Per license capacity	Dataverse Database Capacity ⁷	250MB	250MB	50MB	-	-	-	-	-
	Dataverse File Capacity ⁷	2GB	2GB	200MB	-	-	-	-	-
Infuse AI	AI Builder service credits ⁸	\$	5,000	\$	-	-	-	-	-

¹See [technical documentation](#) for definitions of each flow type.

² Within app context

³ Via Power Automate desktop only; Power Automate Desktop in Windows is a free application you install on your PC that lets you login and create desktop flows. This application should not be utilized for business-critical functions as there is no SLA or Microsoft support. If Power Automate is business critical, you should purchase the appropriate Power Automate license which includes support.

⁴ Effective Dec 31, 2021, Microsoft will no longer support WinAutomation. Please see [aka.ms/Softomotive-Instructions](#) for more information.

⁵ Reference [http://aka.ms/platformlimits](#) for more details on usage limits; "Power Platform Requests add-on" can be purchased to increase daily service limits.

⁶ Desktop flow connector included (is not included in Windows licenses)

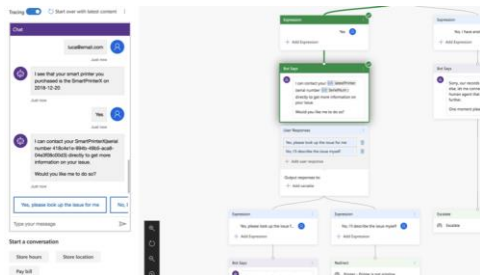
⁷ Additional Dataverse Database/File/Log capacity can be purchased in increments of 1GB. Dataverse Database and File capacity are pooled tenant wide.

⁸ Additional AI Builder capacity can be purchased per 1M service credits for \$500/month; AI Builder service credit capacity is pooled on the tenant level.

Please review [http://aka.ms/platformlimits](#) for more details.

Note, scheduled flows may be configured to trigger every minute, irrespective of license type. There are no limits on the frequency of flow runs beyond what the connector supports.

Power Virtual Agents subscriptions



Service Overview

Power Virtual Agents empowers teams to easily create powerful bots using a guided, no-code graphical interface without the need for data scientists or developers. It easily integrates bots with hundreds of apps and services using prebuilt connectors and allows the ability to create custom workflows with Power Automate, enabling bots to take action on behalf of customers. It allows users to monitor and continuously improve bot performance using AI- and data-driven insights available in an easy-to-read dashboard. For more information, please visit: <https://powervirtualagents.microsoft.com>

With Power Virtual Agents, customers can publish bots to engage with their customers on multiple platforms or channels. These include live websites, mobile apps, and messaging platforms like Microsoft Teams. Please refer to [this](#) public documentation on channel details.

Licensing overview

The Power Virtual Agents application is licensed per tenant. Power Virtual Agents will be charged according to the unit of 'billed sessions'¹ (see below for definition).

Tenant offer summary	
SKU Name	Power Virtual Agent
License type	Tenant license

A user license (called Power Virtual Agent User License) is required for each user authoring bots with Power Virtual Agents. Available at no additional cost, the license can be assigned to users by the administrator in the admin portal. We recommend acquiring the tenant license (with capacity add-on if needed) and user licenses as part of a single transaction to simplify onboarding to Power Virtual Agents.

Summary of Power Virtual Agents entitlements

Plans and capabilities		Power Virtual Agents entitlements
Create and maintain intelligent chatbots	Deploy chatbots in all channels	●
Chat Sessions	Sessions / tenant / month ¹	2K
Create flows	Automated, instant, scheduled, and business process flows	Within the context of Power Virtual Agents bots
Connect to your data	Standard connectors	●
	Premium and custom connectors	●
	On-premises data gateway	●
Store and manage data	Dataverse (formerly Common Data Service) use rights	●
Per license capacity	Dataverse – Database Capacity	10GB
	Dataverse – File Capacity	20GB
	Dataverse – Log Capacity	2GB

¹ See billed session definition table below to understand how sessions are defined and counted. Please review <http://aka.ms/platformlimits> for more details.

Billed session definition:

A billed session is an interaction between the user and the bot and represents one unit of consumption. The billed session begins when a user topic is triggered and ends when one of these conditions is met—either: The user's questions are answered; or the conversation exceeds 60 minutes or 100 turns*. There is no end user experience impact when exceeding 60 minutes or 100 turns; this simply counts as another billed session for reporting purposes.

**A turn is defined as one exchange between the user and the bot (i.e., the user sends a message to the bot and the bot responds or vice versa). One billed session usually contains multiple turns.*

Reference this [link](#) for details.

Capacity enforcement

All Power Virtual Agents purchased capacity is enforced monthly and unused sessions do not carry over month to month.

Overage handling

While occasional and reasonable overages will be tolerated, customers exceeding purchased capacity should adjust their purchase quantity per standard Microsoft terms to remain in compliance.

Comprehensive monitoring, reporting and alerting mechanisms will be instituted to assist customers with managing Power Virtual Agents capacity. More stringent technical enforcement (including service denial) will result for usage that is significantly over the purchased capacity.

Power Virtual Agents for Teams use rights included with Office 365 licenses

Power Virtual Agents for Teams enables customers with select Office 365 licenses to build and deploy custom chatbots directly within Teams, using Dataverse for Teams. For a complete list of Office 365 licenses that include Power Virtual Agents for Teams use rights, please refer to [Appendix B](#).

Summary of Power Virtual Agents for Teams use rights included with Office 365 licenses

Plans and capabilities		Power Virtual Agents for Teams use rights within Office 365 licenses
Create and maintain intelligent chatbots	Deploy chatbots in Teams	●
	Deploy chatbots in all channels	-
Chat Sessions	Sessions / tenant / month ¹	Unlimited (Teams only)
Create flows	Automated, instant, scheduled flows	Within the context of Power Virtual Agents bots
	Business process flows	-
Connect to your data	Standard connectors	●
	Premium and custom connectors²	-
	On-premises data gateway	-
Store and manage data	Utilize Dataverse for Teams (use for chatbots in Teams only) ^{3,4,5}	Select Office 365 licenses
	Dataverse (formerly Common Data Service) use rights	-
Per license capacity	Dataverse – Database Capacity	-
	Dataverse – File Capacity	-
	Dataverse – Log Capacity	-

¹Included sessions are Teams-only; paid capacity utilizing premium functionality can be used for all channels (incl. Teams), which consumes paid session capacity. Please refer to <http://aka.ms/platformlimits> for public documentation on service limits.

²Customers can publish their Azure backend service as APIs and export these APIs to the Power Platform as custom connectors via Azure API Management. Customers with eligible Office 365 licenses that include Dataverse for Teams can use these connectors for custom applications, flows, and chatbots running in Teams and to connect Azure backend services, not on-premises or 3rd party clouds. Please see [Azure API Management](#) page and technical documentation [here](#).

³Dataverse for Teams is a built-in flexible datastore that provides data storage and a one-click solution for app deployment in Teams. For a complete list of Office 365 licenses that include Dataverse for Teams use rights, please refer to [Appendix B](#).

⁴Each Dataverse for Teams environment uniquely maps (1:1) to a Teams team and can store up to 1,000,000 rows based on typical usage. Please refer to the public link [here](#) for the details on Dataverse for Teams capacity and service limits.

⁵Dataverse for Teams does not grant additional entitlements with standalone Power Platform licenses but supports premium functionality that comes with corresponding license. Example: In a given Dataverse for Teams environment, accessing premium connectors in the context of a chatbot requires a tenant to be licensed by the paid Power Virtual Agents plan. Please review <http://aka.ms/platformlimits> for more details.

Power Virtual Agents use rights included with Dynamics 365 licenses

Select Dynamics 365 licenses include limited Power Virtual Agents use rights and session capacity for the purpose of extending Dynamics 365 application(s). Please refer to the [Dynamics 365 Licensing Guide](#) for information related to these entitlements.

Subscription Capacity

Power Apps, Power Automate, and Power Virtual Agents default subscription capacities leverage the same tenant and infrastructure and will accrue across one tenant. Every tenant with a Power Apps, Power Automate or Power Virtual Agents license receives default capacity. In addition, for each Power Apps per user, Power Apps per app, Power Automate per user, and Power Automate per flow plan license there is additional capacity added to the tenant.

Common Data Service is being rebranded as Microsoft Dataverse. For capacity and service limits regarding Dataverse for Teams, please refer to the public documentation [here](#).

Power Apps Default Capacity per tenant	Default per user	Default per app	Accrued per user	Accrued per app
Dataverse Database capacity	10GB	5GB	250MB	50MB
Dataverse File capacity	20GB	20GB	2GB	400MB
Dataverse Log capacity	2GB	2GB	-	-

Power Automate Default Capacity per tenant	Default per user	Default per flow	Accrued per user	Accrued per flow
Dataverse Database capacity	10GB	5GB	250MB	50MB
Dataverse File capacity	20GB	2GB	2GB	200MB
Dataverse Log capacity	2GB	200MB	-	-

Note, customers may have as many flows as needed with the per-flow plan. Each flow will increase capacity limits.

Power Virtual Agents Default Capacity per tenant	Default per tenant
Dataverse Database capacity	10GB
Dataverse File capacity	20GB
Dataverse Log capacity	2GB

Power Apps, Power Automate, Power Virtual Agents and Dynamics 365 Sales, Customer Service, and Field Service applications leverage the same tenant and infrastructure. Dataverse capacity (database, file, and log formats) is pooled across the tenant and shared amongst relevant application workloads.

There are additional Microsoft subscriptions beyond Power Platform that grant Dataverse capacity entitlements. Please see [this page](#) for details related to Project for the web, as well as the [Dynamics 365 Licensing Guide](#) for information related to other entitlements.

Dataverse allows integration with Outlook and SharePoint.

Dataverse capacity – Capacity types and Purpose

Type	Purpose
Database	Stores and manages table definitions and data
File	Stores attachments to notes or emails in Dynamics 365 Sales, Customer Service, and Field Service applications and Power Apps. These include documents, image files, videos, PDF files and other crucial files needed in an organization.
Log	Records table and column data changes over time for use in analysis and reporting purposes. Log capacity is designed to help organizations meet their auditing, compliance, and governance policies.

The first subscription of Power Apps OR Power Automate OR Power Virtual Agents OR Dynamics 365 Sales, Customer Service, and Field Service provides the one-time default capacity entitlement for the tenant. For example, if a new customer purchases “Power Apps per user plan”, the tenant will receive 10GB of default Dataverse Database capacity. Additional subscriptions do not add to the tenant’s default capacity.

When additional subscriptions are added to the tenant, additional Dataverse capacity may accrue to the tenant.

Example:

Let’s assume that a new customer starts by purchasing 10 Power Apps per user licenses and 20 Power Apps per app licenses. In this case, the total tenant wide pooled capacity will be as follows (note 1GB = 1,024MB):

Default and Accrued Capacity Allocation	Default/tenant	Accrued/10 Enterprise USL	Total Tenant wide capacity
Dataverse Database Capacity	10GB	10*250MB + 20*50MB = 3.5GB	10GB + 3.5GB = 13.5GB
Dataverse File Capacity	20GB	10*2GB + 20*400MB = 28GB	20GB+28GB = 48 GB
Dataverse Log Capacity	2GB	NA	2GB

Capacity add-ons

If additional subscription capacity (such as additional database or file capacity) is required, these optional add-on licenses can be added to your subscriptions. Subscription add-ons apply across the tenant and are not tied to a specific user. Subscription add-ons can be purchased at any time and remain a part of the subscription for the remainder of the subscription term.

Dataverse (Common Data Service) capacity add-ons

Apps or flows utilizing Dataverse (formerly Common Data Service) will consume varying quantities of Database Capacity, File Capacity, and Log Capacity and may require different kinds of Power Apps and Power Automates environments. Apps may utilize flows, or flows may be run separately from apps.

Each type of per user license (Office 365, Dynamics 365 applications, standalone Power Apps and Power Automate Plan licenses) include capacities of one or more of these basic resources. These entitlements are pooled, and shared across users, at the customer tenant level.

Subscription Capacity/tenant	Additional Increment
Dataverse (Common Data Service) Database capacity	1GB
Dataverse (Common Data Service) File capacity	1GB
Dataverse (Common Data Service) Log capacity	1GB

Please note that Dataverse (formerly Common Data Service) capacity add-ons do not apply to Dataverse for Teams scenarios (i.e., when a Dataverse for Teams environment reaches its limit, customers need to step up to standalone Power Apps, Power Automate, or Power Virtual Agents plans for additional capacity).

AI Builder capacity add-on

Service overview

AI Builder helps empower everyone – regardless of their technical experience to work with Artificial Intelligence (AI). This solution helps easily add AI capabilities to both apps and business processes. AI Builder supports various scenarios such as predictions, business card, and many more. For more information on AI Builder, please visit <https://PowerApps.microsoft.com/ai-builder/>.

Licensing overview

AI Builder is licensed as an add-on to standalone Power Apps and Power Automate licensing as well as Dynamics 365 licenses.

AI Builder is licensed on a capacity basis. AI Builder capacity is expressed in the form of “service credits”. Service credits serve as the single (common) currency across all the scenarios supported by AI Builder. Available service credits are deducted when AI Builder services are used. Different scenarios (for example, forms processing, prediction, etc.) burn down service credits at different rates.

Customers should purchase the appropriate number of AI Builder capacity add-on units based on anticipated usage across all scenarios.

Offer Details	
SKU Name	AI Builder capacity add-on
License type	Tenant wide capacity license
Entitlement	1 million monthly service credits
Qualifying base licenses	Power Apps, Power Automate and Dynamics 365 licenses

Each unit of “AI Builder capacity add-on” includes 1 million service credits per month. For example, a customer requiring 4.7 million service credits per month (based on anticipated usage), should purchase 5 units of “AI Builder capacity add-on”.

Note:

- Purchased service credits can be used from AI Builder models included within Power Automate, Power Apps and Dynamics 365 applications.
- Service credits are deducted / consumed for both training and production usage.
- Service credits are pooled across the tenant.

Capacity enforcement

For AI Builder capacity add-on SKUs, purchased capacity is enforced monthly and unused service credits do not carry over month to month.

Overage handling

While occasional and reasonable overages will be tolerated, customers exceeding purchased capacity should adjust their purchase quantity per standard Microsoft terms to remain in compliance.

Comprehensive monitoring, reporting, and alerting mechanisms will be instituted to assist customers with managing AI Builder capacity. More stringent technical enforcement (including service denial) will result for usage that is significantly over the purchased capacity.

Assignment of purchased capacity

Assignment of purchased capacity to appropriate Power Automate, Power Apps applications and Dynamics 365 workloads is managed in product. Assignment helps ensure capacity for critical AI models. The minimum capacity to be assigned is 1 service credit.

Power Virtual Agents capacity add-on

Power Virtual Agents capacity add-on increases the number of chat bot sessions and daily Power Platform Requests per tenant.

Offer details	
SKU Name	Chat session for Virtual Agent
Purchase requirement	Power Virtual Agents
Capacity entitlement	1000 Chat sessions / tenant / month

Please review <http://aka.ms/platformlimits> for more details.

Trial and Implementation

Free Trials

Sign-up for a free trial of:

- Power Apps [here](#)
- Power Automate [here](#)
- Power Virtual Agents [here](#)

Development and Testing with Power Apps and Power Automate

The free Developer Plan is intended for individual use allowing developers to learn and build skills on Power Apps, Power Automate and Dataverse (formerly Common Data Service). To learn more, click [here](#).

Power Platform Service Support

Support Plans

The benefits included in the [Subscription Support Plan](#) are applicable for customers who license Power Platform solutions via MOSP, EA, MPSA, EAS, and EES. Learn more about Dynamics 365, Power Apps, Power Automate, and Power Virtual Agents support [options](#):

- [Professional Direct Support for Dynamics 365 and Power Platform](#)
- [Unified Support](#) (for enterprise solutions)

Pricing

Power Apps, Power Automate and Power Virtual Agents price lists are located here:

- Power Apps: <https://powerapps.microsoft.com/en-us/pricing/>
- Power Automate: <https://powerautomate.microsoft.com/en-us/pricing/>
- Power Virtual Agents: <https://powervirtualagents.microsoft.com/en-us/pricing>

Additional Resources

Resource	Link
Power Apps service	https://powerapps.microsoft.com/
Power Automate service	https://powerautomate.microsoft.com/
Power Virtual Agents service	https://powervirtualagents.microsoft.com/
Dynamics 365 Licensing Guide	https://go.microsoft.com/fwlink/?LinkId=866544&clcid=0x409

Appendix A: Terminology and Custom Tables

Administration: Administration is critical in order to establish boundaries and policies around the use of Power Apps in organizations

- Manage environments – space to store, and manage, and share data, apps, and flows
- Data policies – create and enforce policies that define how data can be shared

App (definition of Power Apps per app): An “app” is a combination of Power Platform assets that solves a specific business scenario

- Each “per app” license provides use rights to run 1 custom app (canvas or model driven), or access 1 custom portal.
- No limits on other components (e.g., forms, dashboards, etc.)

Application Program Interface (API): Any form of application programming interface that provides access to a Microsoft service and any associated tools, including sample code that enables interactions with Microsoft's services, and documentation that Microsoft makes available under these TOU, and includes all elements, components, and executables of such API.

Application Types:

- **Canvas Apps:** Design and build a business application from a canvas in Microsoft Power Apps without writing code in a traditional programming language. Design the application by dragging and dropping elements onto a canvas, the designer has complete control over app layout.
- **Model-driven Apps:** Design is a component-focused approach to app development based on data model and business processes. Unlike canvas app development where the designer has complete control over application layout, with model-driven apps much of the layout is determined for you and largely designated by the components you add to the application.

Connector: It provides a way for users to connect their business data and leverage a set of pre-built actions and triggers to build their applications and workflows. Examples of connections: Dataverse (formerly Common Data Service), SharePoint, SQL, OneDrive, Excel, Dynamics 365.

- **Standard Connector:** Data sources within the Microsoft 365 ecosystem. Examples: Excel, Outlook, SharePoint, LinkedIn. A list of standard connectors is located [here](#).
- **Premium Connector:** Business systems beyond Microsoft 365. Examples: DocuSign, Zendesk, Jira Software.
- **Custom Connector:** To support more tailored scenarios, users can build custom connectors with their own triggers and actions. These connectors are function-based; data is returned based on calling specific functions in the underlying service. **Example:** Services that are not available as prebuilt connectors.
- **On-premises Connector:** Accesses on-premises data using a gateway. **Example:** Microsoft SQL Server.

CRUD: Create, read, update, and delete operations.

Dataverse (formerly Common Data Service): Dataverse lets you store and manage data that is used by business applications.

Dataverse for Teams, built atop Dataverse, delivers a built-in low code data platform for Microsoft Teams, and provides relational data storage, rich data types, enterprise grade governance, and one-click solution deployment.

Dataverse is designed to be used in any application (not just Teams) and includes additional security features such as auditing, sharing, column level and hierarchical security. For a detailed comparison on Dataverse for Teams and Dataverse capabilities, please refer to the public documentation [here](#).

Desktop flow: A feature in Power Automate targeting the RPA market by enabling legacy apps to be automated via GUI vs API.

- Processes executed via desktop flows can be contained within a broader API-based automation scenario or exist standalone.

Flow (definition of flow within app context): For both triggers and actions, flows included within an embedding application can connect

- To any data source within the use rights of the embedding application
- Directly with the embedding application (via built in trigger/action)

Robotic Process Automation (RPA): A market for process automation that encompasses the use of an application's graphical user interface (GUI), where a user records a series of steps/actions/tasks for the automation technology to then perform as a process by repeating directly in the GUI.

RPA robot or "bot": A GUI-based process running on a desktop or virtualized environment

- **Attended bot:** Triggered by an explicit user action on their workstation, i.e., a local or remote desktop
 - Must operate concurrently with the user on the same workstation
 - Can run more than one discrete process, but each process must be serialized to run sequentially
- **Unattended bot:** Runs autonomously without requiring user actuation
 - Can be deployed on a local or remote desktop, or other virtualized environment
 - Can run more than one discrete process, but each process must be serialized to run sequentially
 - Concurrent instances of a singular process require an additional unattended bot for each instance

Tables: A set of records used to store data, similar to how a table stores data within a database. Tables let users model business data for use within an organization's business applications. Examples of tables: Account, Contact, Lead, Opportunity.

- **Standard tables:** Dataverse (formerly Common Data Service) provides business tables, out of the box, that represent most commonly used tables across business applications. **Examples:** Account, Appointment, Contact, Email, etc.
- **Custom tables:** Tables that are created by the customer/partner for a specific business need. For example, type of machine is not a standard table, so it can be created as a custom table.
- **Restricted tables:** Tables that requires a Dynamics 365 license for full access. Examples: Case, SAL, Knowledge Articles. For list of restricted tables click [here](#).
- **Complex tables:** These are tables that use complex server-side business logic. Any table (whether standard or custom) becomes complex once the customer/partner associates the table with the custom business logic. Example: any table that uses a real-time workflow or code plug-in.

Workflows:

- **Background workflows:** Task automation across systems and services. Runs in the background.
- **Real-time workflows:** Task automation across systems and services. Runs in a real time manner.
- **Business process flows:** Structured stateful human interactive workflows which are composed of multiple steps, allows branching/stage gating, and includes process KPIs and reporting.

Appendix B: Dynamics 365, Office 365, and Windows licenses that include Power Platform capabilities

Dynamics 365

Qualifying License	Limited Use Rights Included with Qualifying License	
	Power Apps	Power Automate
Dynamics 365 Sales Enterprise	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Sales Professional	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Customer Service Enterprise	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Customer Service Professional	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Field Service	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Project Operations	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Team Members	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Finance	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Supply Chain Management	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Commerce	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Human Resources	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Operations – Activity	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Business Central	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Business Central Team Members	<input type="radio"/>	<input type="radio"/>
Dynamics 365 Intelligent Order Management	<input type="radio"/>	<input type="radio"/>

Microsoft 365*, Office 365, and Windows

Qualifying License	Limited Use Rights Included with Qualifying License				
	Power Apps	Power Automate		Power Virtual Agents for Teams	Dataverse for Teams
		Cloud flows	Desktop flows		
Office 365 E1	○	○	-	○	○
Office 365 E3	○	○	-	○	○
Office 365 E5	○	○	-	○	○
Office 365 F3	○	○	-	○	○
Microsoft 365 Business Basic	○	○	-	○	○
Microsoft 365 Business Standard	○	○	-	○	○
Microsoft 365 Business Premium	○	○	○	○	○
Microsoft 365 F1	-	-	-	-	-
Microsoft 365 F3	○	○	○	○	○
Microsoft 365 E3	○	○	○	○	○
Microsoft 365 E5	○	○	○	○	○
Windows 10 Pro	-	-	○	-	-
Windows Enterprise E3	-	-	○	-	-
Windows Enterprise E5	-	-	○	-	-

Office 365 A1 for Faculty	○	○	-	-	-
Office 365 A1 for Students	○	○	-	-	-
Office 365 A1 Plus for Faculty	○	○	-	-	-
Office 365 A1 Plus for Students	○	○	-	-	-
Office 365 A3 for Faculty	○	○	-	○	○
Office 365 A3 for Students	○	○	-	○	○
Office 365 A3 for Student Use Benefit	○	○	-	-	-
Office 365 A5 for Faculty	○	○	-	○	○
Office 365 A5 for Students	○	○	-	○	○
Office 365 A5 for Student Use Benefit	○	○	-	-	-

*Microsoft 365 is governed by the License Terms of the individual products and services comprising Microsoft 365, as modified by the License Terms in the Microsoft 365 Product Entry. For more information on Microsoft 365 and Office 365 Suites licensing channels and segment availability, refer to the [Product Terms](#).

Appendix C: Change Log

Page	Topic	Change	Action	Date
10, 17	Power Apps and Power Automate capacity add-on	Rebranded	Rebranded as Power Platform Requests add-on	Feb 2022
4, 5	Power Apps	New	AI Builder service credits	Dec 2021
5	Power Apps	New	Dynamics 365 Field Service use rights for work orders	Dec 2021
Various	Power Platform requests	Updated	Updated footnotes	Nov 2021
28	Appendix B	Updated	Dynamics 365 Intelligent Order Management added	Oct 2021
3, 4	Power Apps per app	Updated	Entitlements updated	Oct 2021
Various	WinAutomation	Updated	End of support	Oct 2021
8	Power Apps Portals	Updated	Channels for per login add-on	June 2021
11, 17	Power Automate	New	Process Advisor	June 2021
Various	Microsoft Dataverse	Updated	Terminology change from entities to tables	May 2021
19	Power Virtual Agents	New	Power Virtual Agents use rights included with Dynamics 365 applications	May 2021
Various	Subscription capacity	Updated	Power Apps and Power Automate	May 2021
Various	Daily API request limit	Rebranded	Rebranded as Power Platform requests	May 2021
Various	Power Virtual Agents	Clarified	Daily API request limit	April 2021
7	Power Apps portals	Clarified	End user type	March 2021
Various	Power Automate	New	Power Automate use rights included with Windows licenses	March 2021
Various	Power Automate	Updated	UI flow taxonomy is updated as desktop flows	Dec 2020
Various	Dataverse for Teams	New	Power Apps and Automate use rights with Office 365 licenses	Nov 2020
Various	Common Data Service	Rebranded	Rebranded as Microsoft Dataverse	Nov 2020
17	Power Virtual Agents	New	Power Virtual Agents for Teams use rights included with Office 365 licenses	Nov 2020
24, 25	Appendix B	Clarified	Capabilities Included	Nov 2020
21	Additional Resources	Removed	Dynamics 365 Business Central and Mixed Reality Licensing Guide	Nov 2020
10	Power Automate	Updated	Power Automate per flow SKU name	Oct 2020
Various	Power Automate	Clarified	Flow type taxonomy	Oct 2020
15	Power Virtual Agents	Clarified	Flow use rights	Oct 2020
22	Appendix B	Removed	Section and tables are removed	Oct 2020
Various	Power Automate	Clarified	Flow type taxonomy	Aug 2020
10	Power Automate	Clarified	WinAutomation client capabilities	Aug 2020
4,5	Power Apps	Clarified	Power Automate use rights in Power Apps plans	Aug 2020
7	Power Apps Portals	Clarified	End User Type/External users	Aug 2020
23	Appendix C	Updated	Qualifying Office 365 licenses	July 2020
14	Power Virtual Agents	Clarified	Licensing Overview	July 2020

© 2020 Microsoft Corporation. All rights reserved.

This document is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT. This information is provided to help guide your authorized use of products you license; it is not your agreement. Your use of products licensed under your license agreement is

governed by the terms and conditions of that agreement. In the case of any conflict between this information and your agreement, the terms, and conditions of your agreement control. Prices for licenses acquired through Microsoft resellers are determined by the reseller.