



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

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Using This Guide

Use this guide to improve your understanding of how to license Microsoft Power Apps, Power Automate (previously known as Microsoft Flow) 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) 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.

What's new in this licensing guide

See the Change log [Appendix D](#), for minor changes effective July 2020.

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 and the Online Service 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 SLs of any type required to access the Power Apps, Power Automate and Power Virtual Agents apps. Any user or device that accesses the Power Apps, Power Automate and Power Virtual Agents app—whether directly or indirectly—must be properly licensed.

Power Apps, Power Automate and Power Virtual Agents service can only be accessed if you have a Power Apps, Power Automate or Power Virtual Agents license. 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 service indirectly through a portal or via an API to a separate service such 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 service 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 service that is made available through an automated process requires a Power Apps, Power Automate and Power Virtual Agents license

- The number of tiers of hardware or software between the 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 service indirectly does not affect the number of SLs required.

For additional information about multiplexing refer to the Microsoft Volume Licensing Brief [Multiplexing—Client Access License \(CAL\) Requirements](#). Note, this document is intended to provide general multiplexing guidance that can be used for online as well as on-premises situations.

Licensing Requirements for External Users

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

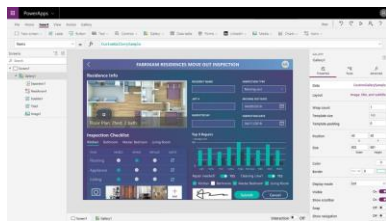
- An appropriate Power Platform USL
- Seeded licensing capabilities from Office or Dynamics 365 USLs
- Power Portal login or page view capacity
- Accessing via an appropriately licensed Power Automate Per Flow workflow

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	Allow individual users to run applications ¹ for a specific business scenario based on the full capabilities of Power Apps	Equip users to run unlimited applications based on the full capabilities of Power Apps

¹ Each license allows end user to run 2 custom apps and 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” basis as well as a “per user, per app” basis. Both standalone licenses are fully featured. Details follow.

Power Apps per app plan

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. Power Apps per app plan is also an attractive licensing option to license end users that run only a few apps.

Power Apps per app plan allows individual users to run 2 custom applications (be it canvas or model or both) and 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

Entitlement Summary for Power Apps per app license

Plans and capabilities		Power Apps per app plan
Run custom apps / portals	Run custom apps (both canvas and model driven)	2 apps
	Access custom portals	1 custom portal
Connect to your data	Standard connectors	●
	Premium connectors	●
	On premises data gateway	●
	Custom connectors	●
Store and manage data	Utilize Common Data Service	●
	Create and access custom entities (includes complex entities)	●
	Dynamics 365 restricted entities access ¹	Read only
Execute workflows	Power Automate use rights	Within app context
	Classic Common Data Service non real-time and real-time workflows	●
Per license capacity	Common Data Service Database Capacity ²	50 MB
	Common Data Service File Capacity ²	400 MB
	Daily API request limit ³	1,000
Infuse AI	AI Builder capacity add-on	\$

¹An entity within Common Data Service becomes restricted only if the Dynamics 365 application is installed on a given environment

²Common Data Service database and file capacity entitlements are pooled at the tenant level

³Service limits are published at <http://aka.ms/platformlimits> – Power Apps and Power Automate capacity add-on can be purchased to increase daily service limits

Note:

- Embedded canvas apps within a model-driven app will not count towards the two-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 are 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 would require two per app 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) in the product may not exceed the number of faculty licenses purchased as this would indicate that student licenses have been assigned to faculty.

Power Apps per user plan

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 connectors	•
	On premise data gateway	•
	Custom connectors	•
Store and manage data	Utilize Common Data Service	•
	Create and access custom entities (includes complex entities)	•
	Dynamics 365 restricted entities access ¹	Read only
Execute workflows	Power Automate use rights	Within app context
	Classic Common Data Service non real-time and real-time workflows	•
Per license capacity	Common Data Service Database Capacity ²	250 MB
	Common Data Service File Capacity ²	2 GB
	Daily API request limit ³	5,000
Infuse AI	AI Builder capacity add-on	\$

¹An entity within Common Data Service becomes restricted only if the Dynamics 365 application is installed on a given environment

²Common Data Service database and file capacity entitlements are pooled at the tenant level

³Service limits are published at <http://aka.ms/platformlimits> – Power Apps and Power Automate capacity add-on can be purchased to increase daily service limits

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 & 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) ⁴
Connect to your data	Use pre-built connectors (standard, premium)	●	●
	Use custom and on-premises connectors	●	●
Store and manage data	Utilize Common Data Service	●	●
	Create and access custom entities	15 per application	●
	Dynamics 365 restricted entities use rights	Create, read, update and delete	Create, read, update and delete
Execute workflows	Power Automate use rights	Within app context	Within app context
	Classic Common Data Service non real-time and real-time workflows	●	●
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)

¹ Dynamics 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

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

³ Power Apps and Power Automate usage will count against the API request limits provided by the Dynamics 365 license. Service limits are published at <http://aka.ms/platformlimits> – Power Apps and Power Automate capacity add-on can be purchased to increase daily service limits

⁴ For 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

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 & extend Office 365 for productivity scenarios. For a complete list of Office 365 licenses that include Power Apps use rights, please refer to [Appendix C](#).

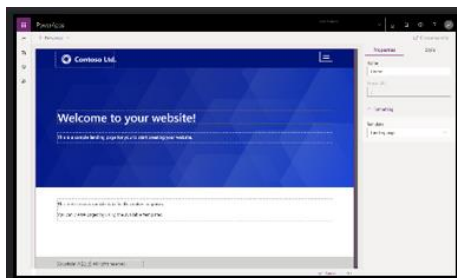
Power Apps use rights with Office 365 licenses

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 (see Appendix B)	●
	Premium connectors	-
	On premise data gateway	-
	Custom connectors	-
Store and manage data	Utilize Common Data Service	-
	Create and access custom entities (includes complex entities)	-
Execute workflows	Power Automate use rights (See Power Automate with Office 365 section)	●
Per license capacity (shared capacity across all Power Apps and Power Automate usage)	Common Data Service Database Capacity ¹	-
	Common Data Service File Capacity ¹	-
	Daily API request limit ²	2,000

¹ Common Data Service database and file capacity entitlements are pooled at the tenant level

² Reference <http://aka.ms/platformlimits> for more details on usage limits; “Power Apps and Power Automate capacity add-on” can be purchased to increase daily service limits.

Power Apps Portals



Service Overview

Power Apps Portals deliver the capability to build standalone, external-facing portals over the 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) Common Data Service database capacity. Thus, provisioning additional portals instances is only capped by available Common Data Service 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
External user (authenticated)	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.
Anonymous user	Access publicly viewable web pages powered by the portal	Knowledge management sites
Internal user	A user licensed with Power Apps or Dynamics 365	Employee self-serve

The licensing scheme varies based on end user type.

End user type	Licensing model	Description
External user (authenticated)	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 Think of a login as a day pass to a single Power Apps Portal
Anonymous user	Per page view	
Internal user	<ul style="list-style-type: none"> License fee pays for access to Power Apps Portals No additional monetization 	Custom portal use rights are aligned with custom app use rights

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	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	CSP only

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 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 Portal 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 "Power Apps Portals page view capacity add-on"

Capacity enforcement

For Power Apps Portals pageview 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 Portal instance is 50,000-page views/month. Once the minimum capacity is assigned, additional page views can be added in terms of 1-page view

Power Apps Portals – Use rights for Internal users

For internal users i.e. users licensed with Power Apps or Dynamics 365 licenses, the use rights for Power Apps Portals which are essentially custom portals aligned with use rights to custom 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
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 Project Service Automation, Dynamics 365 Finance, Dynamics 365 Supply Chain Management, Dynamics 365 Commerce, Dynamics 365 Human Resources, Dynamics 365 Business Central

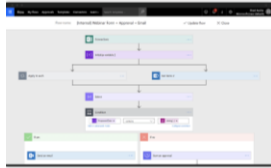
API limits for Power Apps portals

Each login provides a daily limit entitlement of 200 API calls per 24-hour period per user. Anonymous page views, which rarely interact with backend system functionality, are afforded up to 3 API calls per page view.

These API calls are pooled at portal level depending on number of logins/page views assigned to portal.

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://flow.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, Office 365 and Dynamics 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	Allow individual users to create unlimited flows based on their unique needs.	Allow 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 use with attended RPA plan.

Power Automate per user plan

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/used within the organization.

Per user offer details	
SKU Name	Power Automate per user plan
Enabled flows	Unlimited
Usage limit	5,000 daily API requests

“Power Apps and Power Automate capacity add-on” can be purchased to increase daily service limits.

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 business process plan
Minimum purchase	5 units
Usage limit	15,000 daily API requests per licensed flow

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 business process plan”

Should customers only wish to license more usage capacity for currently licensed flows, they may purchase “Power Apps and Power Automate capacity add-on”.

Plan and Capabilities		Power Automate per user plan	Power Automate per user with attended RPA plan	Power Automate per flow plan
Basics	Minimum purchase	NA	NA	5 units
	User license required?	Yes	Yes	-
Execute flows	Workflows	●	●	●
	Business process flows	●	●	●
	Attended RPA bots	-	1	-
	Unattended RPA bots ¹	-	\$	\$
Connect to your data	Standard connectors	●	●	●
	Premium connectors	●	●	●
	On premises data gateway	●	●	●
	Custom connectors	●	●	●
Store and manage data	Common data service use rights	●	●	●
	Common Data Service Database Capacity ²	50MB	50MB	50MB
Per license capacity	Common Data Service File Capacity ²	200MB	200MB	200MB
	Daily API request limit ³	5,000	5,000	15,000
	Infuse AI	AI Builder service credits ⁴	\$	5,000

¹ Unattended RPA scenarios require Power Automate unattended RPA add-on and can be purchased separately.

²Reference <http://aka.ms/platformlimits> for more details on usage limits; “Power Apps and Power Automate capacity add-on” can be purchased to increase daily service limits.

³Additional Common Data Service Database/File/Log capacity can be purchased in increments of 1GB. Common Data Service Database and File capacity are pooled tenant wide.

⁴Additional AI Builder capacity can be purchased per 1M service credits for \$500/month; AI Builder service credit capacity is pooled on the tenant level.

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 allows individual users to create unlimited flows, plus automate legacy applications through Robotic Process Automation (RPA) and AI. This plan builds on Power Automate per user plan with the ability for users to run an attended RPA bot on their workstation, spanning legacy and modern applications by enabling users to combine UI and API-based automation. Additionally, attended RPA includes access to several AI Builder capabilities 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 RPA offer details	
SKU Name	Power Automate per user with attended RPA plan
Enabled flows	Unlimited
Attended RPA bots	1
Included AI Builder service credits	5,000/month
Usage limit	5,000 daily API requests

Note:

- UI flow authoring, bot orchestration and management 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 processes (UI 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 on the tenant level.
- “Power Apps and Power Automate capacity add-on” can be purchased to increase daily service limits.

Power Automate unattended RPA add-on

The Power Automate unattended RPA add-on extends UI-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.

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 requires the Microsoft 365 - Unattended License. Please see the [Online Service 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 UI 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 on the tenant level.
- Any services or applications the unattended bot is accessed 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 “Power Apps per app plan” and “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 ^{1,2}	Workflows	•
	Business process flows	•
Connect to your data	Standard connectors	•
	Premium connectors	•
	On-premises data gateway	•
	Custom connectors	•
Store and manage data	Common data service use rights	•

¹Power Automate use needs to map to the context of the embedding Power Apps applications

²Power Automate usage counts against the service limits associated with the embedding Office 365 license. Please review <http://aka.ms/platformlimits> for more details on usage limits; “Power Apps and Power Automate capacity add-on” can be purchased to increase daily service limits

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		Power Automate use rights within Dynamics 365 licenses
Execute flows ^{1,2}	Workflows	•
	Business process flows	•
Connect to your data	Standard connectors	•
	Premium connectors	•
	On-premises data gateway	•
	Custom connectors	•
Store and manage data	Common data service use rights	•

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

²Power Automate usage counts against the service limits associated with the embedding Dynamics 365 license. Reference <http://aka.ms/platformlimits> for more details on usage limits; “Power Apps and Power Automate capacity add-on” can be purchased to increase daily service limits

Power Automate use rights included with Office 365 licenses

Office 365 licenses include Power Automate use rights for the purpose of customizing and extending Office 365 applications.

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)

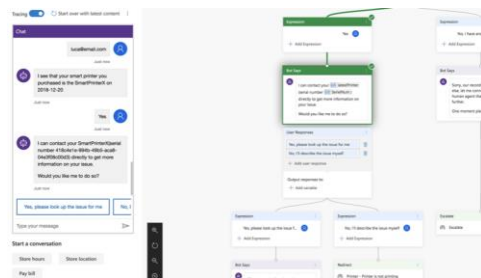
If the embedded flow is not within the context of the Office 365 application or if the embedded flow needs to connect to a premium on-premises or custom data source standalone Power Automate licenses will need to be purchased.

Summary of Power Automate use rights with Office 365 licenses

Plans and capabilities		Power Automate use rights within Office 365 licenses
Execute flows ¹	Workflows	Unlimited ¹
	Business process flows	-
Connect to your data	Standard connectors	●
	Premium connectors	-
	On-premises data gateway	-
	Custom connectors	-
Store and manage data	Common data service use rights	-
Per license capacity	Daily API Requests ¹	2,000

¹Usage capacity is across both Power Apps and Power Automate; “Power Apps and Power Automate capacity add-on” can be purchased to increase daily service limits. More details at <http://aka.ms/platformlimits>

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>

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 flows	Workflows	Unlimited (only applicable for flows triggered from Power Virtual Agents)
Create and maintain intelligent chatbots	Bots	1,000
Chat Sessions	Sessions / tenant / month	2k
Store and manage data	Common data service use rights	●
Per license capacity	Common data service – Database Capacity	10GB
	Common data service – File Capacity	20GB
	Common data service – Log Capacity	2GB

¹Billed 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 user and the bot (i.e. user sends a message to the bot and bot responds or vice versa). One billed session usually contains multiple turns.*

Reference [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.

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.

Power Apps Default Capacity per tenant	Default per user	Default per app	Accrued per user	Accrued per app
Common Data Service Database capacity	10GB	1GB	250MB	50MB
Common Data Service File capacity	20GB	20GB	2GB	400MB
Common Data Service Log capacity	2GB	2GB	-	-

Power Automate Default Capacity per tenant	Default per user	Default per flow	Accrued per user	Accrued per flow
Common Data Service Database capacity	1GB	1GB	50MB	50MB
Common Data Service File capacity	2GB	2GB	200MB	200MB
Common Data Service Log capacity	200MB	200MB	-	-

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

Power Virtual Agents Default Capacity per tenant	Default per tenant
Common Data Service Database capacity	10GB
Common Data Service File capacity	20GB
Common Data Service Log capacity	2GB

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

Common Data Service allows integration with Outlook and SharePoint.

Common Data Service capacity – Capacity types and Purpose

Type	Purpose
Database	Stores and manages entity definitions and data
File	Store attachments to notes or emails in Customer Engagement applications and Power Apps. These include documents, image files, videos, PDF files and other crucial files needed in an organization.
Log	Records entity and attribute 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 Customer Engagement 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 Common Data Service Database capacity. Additional subscriptions do not add to the tenant’s default capacity.

When additional subscriptions are added to the tenant, additional Common Data Service capacity may accrue to the tenant.

Example:

Let’s assumed 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
Common Data Service Database Capacity	10GB	10*250MB + 20*50MB = 3.5GB	10GB + 3.5GB = 13.5GB
Common Data Service File Capacity	20GB	10*2GB + 20*400MB = 28GB	20GB+28GB = 48 GB
Common Data Service Log Capacity	2GB	NA	2GB

Capacity Add-ons

If you require additional subscription capacity (such as additional database or file capacity), you can include these optional add-on licenses with your subscription. Subscription add-ons apply across 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.

Common Data Service Capacity Add-ons

Power Apps apps or flows utilizing the 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, the 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
Common Data Service Database capacity	1GB
Common Data Service File capacity	1GB
Common Data Service Log capacity	1GB

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 credit 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 Apps and Power Automate capacity add-on

Power Apps and Power Automate capacity add-on increases the daily API request limit for Power Apps, Power Automate and Dynamics 365 users/workloads that need more usage capacity than their allocation. For more details on service limits and to learn about daily service limits applicable to various licenses, please visit <http://aka.ms/platformlimits>

Offer details	
SKU Name	Power Apps and Power Automate capacity add-on
Base licenses	Power Apps, Power Automate, Office 365 and Dynamics 365 licenses
Capacity entitlement	Additional 10,000 daily API requests per unit
Capacity assignment	In product

Capacity enforcement

For Power Apps and Power Automate capacity add-on SKUs, purchased capacity is enforced daily and unused/unassigned API calls do not carry over from day to day. Also, the assigned capacity is specific to a user/flow

Overage handling

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

Assignment of purchased capacity

Upon purchase of the add-on subscription, the tenant admin will need to assign the purchased capacity to specific users and/or flows. Minimum capacity that needs to be assigned is 1,000 daily API requests.

Power Virtual Agents capacity add-on

Power Virtual Agents capacity add-on increases the number of chat bot sessions limit per tenant per month.

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

Trial and Implementation

Free Trials

You can sign-up for a free trial of Power Apps, Power Automate or Power Virtual Agents for details:

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

Development and Testing with Power Apps and Power Automate

The free Community Plan is intended for individual use allowing developers to learn and build skills on Power Apps, Power Automate and 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](#)
- Enterprise Solutions - [Unified Support](#)

Pricing

You can find Power Apps, Power Automate and Power Virtual Agents price lists here:

- Power Apps: <https://powerapps.microsoft.com/pricing>
- Power Automate: <https://flow.microsoft.com/pricing>
- Power Virtual Agents: <https://go.microsoft.com/fwlink/?linkid=2099502>

Additional Resources

Resource	Link
Power Apps Service	https://powerapps.microsoft.com/
Power Automate Service	https://flow.microsoft.com/
Power Virtual Agent Service	https://powervirtualagents.microsoft.com/
Dynamics 365 Licensing Guide	https://go.microsoft.com/fwlink/?LinkId=866544&clcid=0x409
Dynamics 365 Business Central Licensing Guide	https://go.microsoft.com/fwlink/?LinkId=871590&clcid=0x409
Dynamics 365 Mixed Reality Licensing Guide	https://go.microsoft.com/fwlink/?LinkId=2090495&clcid=0x409

Appendix A: Terminology and Custom Entities

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 1 Portal and 2 custom apps (model driven and/or canvas)
- 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.

Common Data Service: Common Data Service lets you store and manage data that's used by business applications.

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: 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 [here](#).
- **Premium Connector:** Business systems beyond Microsoft 365. Examples: DocuSign, Zendesk, Jira Software.
- **Custom Connector:** To support more tailored scenarios, you 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:** Access on-premises data using a gateway. **Example:** Microsoft SQL Server.

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

Entities: A set of records used to store data, similar to how a table stores data within a database. Entities let you model your business data for use within your organization business applications. Examples of entities: Account, Contact, Lead, Opportunity.

- **Standard entities:** Common Data Service provides set of business entities, out of the box, that represent most commonly used entities across business applications. **Examples:** Account, Appointment, Contact, Email, etc.
- **Custom entities:** Entities that are created by the customer/partner for a specific business need. For example, type of machine is not a standard entity, so you can create it as a custom entity.
- **Restricted entities:** Entities that requires a Dynamics 365 license for full access. Examples: Case, SAL, Knowledge Articles. For list of restricted entities click [here](#).

- **Complex entities:** These are entities that use complex server-side business logic. Any entity (whether standard or custom) becomes complex once the customer/partner associates the entity with the custom business logic. Example: any entity that uses a real-time workflow or code plug-in.

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

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

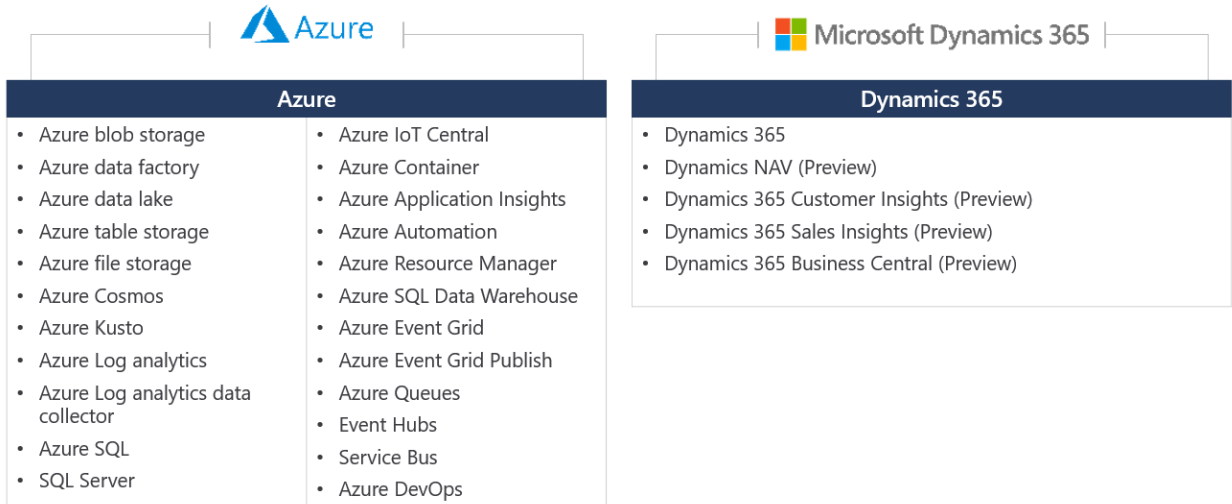
- Processes executed via UI flows can be contained within a broader API-based automation scenario, or exist standalone

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: Standard Connectors moved to premium category

Power Apps and Power Automate rely on a common set of pre-built connectors to provide access to business data. These pre-built connectors are divided into two categories (Standard and Premium) which align to the use rights across the various service editions. For a complete list of the available data connectors click [here](#).



Appendix C: Dynamics 365 and Office 365 licenses that include Power Apps and Power Automate capabilities

Dynamics 365

Qualifying Licenses	
Dynamics 365 Sales Enterprise	Dynamics 365 Finance
Dynamics 365 Sales Professional	Dynamics 365 Supply Chain Management
Dynamics 365 Customer Service Enterprise	Dynamics 365 Commerce
Dynamics 365 Customer Service Professional	Dynamics 365 Human Resources
Dynamics 365 Field Service	Dynamics 365 Operations – Activity
Dynamics 365 Project Service Automation	Dynamics 365 Business Central
Dynamics 365 Team Members	Dynamics 365 Business Central Team Members

Office 365*

Qualifying Licenses	
Microsoft 365 Business Basic	Office 365 A5 for Students
Microsoft 365 Business Standard	Office 365 Education E3 for Faculty
Microsoft 365 Business Premium	Office 365 Education E3 for Students
Office 365 A1 for Faculty	Office 365 Education for Homeschool for Faculty
Office 365 A1 for Students	Office 365 Education for Homeschool for Students
Office 365 A1 Plus for Faculty	Office 365 E1
Office 365 A1 Plus for Students	Office 365 E2
Office 365 A3 for Faculty	Office 365 E3
Office 365 A3 for Students	Office 365 E3 Developer
Office 365 A3 for Student Use Benefit	Office 365 E3 without ProPlus
Office 365 A5 for Student Use Benefit	Office 365 E5
Office 365 A5	Office 365 F3
Office 365 A5 for Faculty	

*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 and the Online Service Terms](#).

Appendix D: Change Log

Page	Topic	Change	Action	Date
23	Appendix C	Updated	Qualifying Office 365 licenses	July 2020
14	Power Virtual Agents	Clarified	Licensing Overview	July 2020
14	Power Virtual Agents	Clarified	Licensing Overview	May 2020
15	Power Virtual Agents	Clarified	Session definition	May 2020
23	Appendix C	Updated	Qualifying Office 365 licenses	May 2020
Various	Power Automate	New	Power Automate per user with attended RPA plan	April 2020
Various	Power Automate	New	Power Automate unattended RPA add-on	April 2020
15	Power Virtual Agents	Updated	Session definition	April 2020
15	Power Virtual Agents	Clarified	Bot entitlement	April 2020
4	Power Apps	Clarified	License type in offer summary table	April 2020
6	Power Apps use rights with Dynamics 365 applications	Clarified	Dynamics 365 environment definition in footnote	April 2020
	Licensing Availability	Removed	Please refer to the Product Terms and the Online Service Terms .	April 2020
	Support Solutions	Removed	Please refer to support options	April 2020
6, 8, 23	Dynamics 365 Talent	Updated	Talent renamed Human Resources	February 2020
6, 8, 23	Dynamics 365 Retail	Updated	Retail renamed Commerce	February 2020
6, 8, 23	Dynamics 365 Talent: Onboard	Removed	Dynamics 365 Talent: Onboard removed from the table and footnotes	February 2020
13	Power Apps per app, default capacity	Correction	File capacity 20GB (not 2GB), Log capacity 2GB (not 200MB)	February 2020
21	Connectors	Clarified	Connector names	February 2020
3	Licensing Requirements for External Users	Added	Added information.	January 2020
4	Power Apps per app license	Clarified	If the same app exists in two environments, a user would require two per app SLs to access both.	January 2020
7	Azure AD	Clarified	Azure AD B2C	January 2020
12	Power Virtual Agents	Removed	Removed sentence: Since Power Virtual Agents is a tenant-based license, customers may install, use, and configure one Power Virtual Agents application with only one Dynamics 365 instance.	January 2020
17, 24	Service Support Plans and Policies	Added	Added information.	January 2020

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