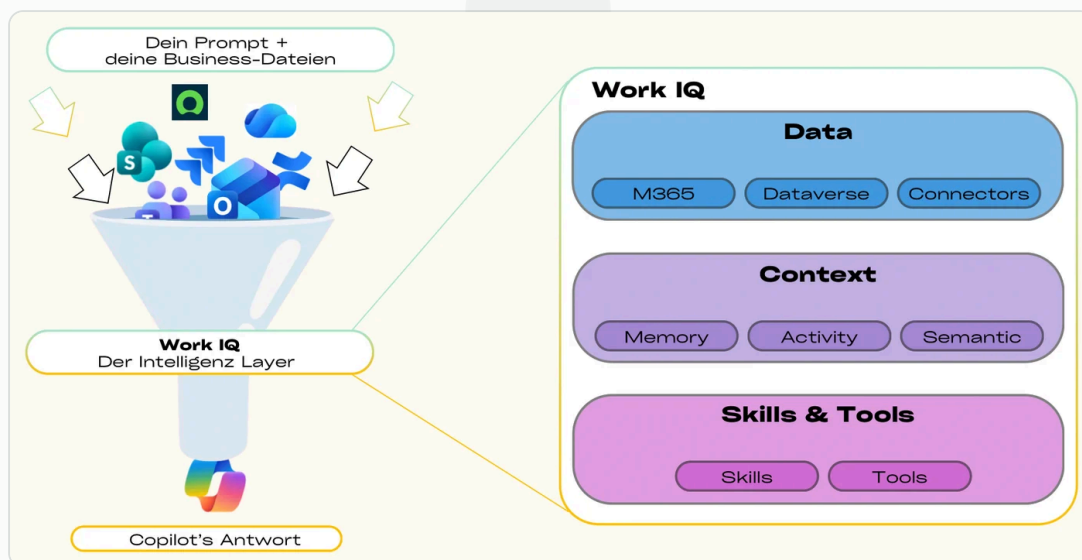


Work IQ explained

Work IQ isn't a product you open. It's the layer between your prompt and Copilot's answer: it knows your files, mail, meetings and business systems, remembers how they connect, and brings its own skills along. That's why Copilot answers questions a generic model can't — not because the model is better, but because it knows where to look.

As of: 6 August 2026



Everything you ask passes through Work IQ before Copilot answers.

THE THREE LAYERS

Data

WHAT IT KNOWS

Unifies the signals: files, mail, meetings, chats and business systems across Microsoft 365, plus Dataverse and connected external sources. Not a copy — a view of what you already have access to.

Context

HOW IT CONNECTS

Memory, activity and semantic understanding. This is where a file stops being a file and becomes something that belonged to a decision, in a project, with these people.

Skills and tools

WHAT IT CAN DO

Specialised instructions for recurring jobs — scheduling a meeting, retrieving data from an external system, pulling meeting details and transcripts. Microsoft keeps adding to the set.

WHAT THAT MEANS IN PRACTICE

It isn't a product

There's no tile in the launcher and nothing to open. Work IQ is a shared layer that keeps interpreting work across the tenant — infrastructure, not an add-on. If you're looking for it, you won't find it.

Permissions still hold

Work IQ exposes no new data. It reasons over what you can already reach. Copilot may know a document mattered to a decision without being able to reveal what's inside it — discoverable is not the same as extractable.

What it costs

With a Microsoft 365 Copilot licence, Work IQ is there across all Copilot experiences. For your own and third-party agents it's billed by usage through Copilot Credits, and API access doesn't depend on Copilot licensing.

Copilot
Your Day