



BUYER FAQ

Temen Copilot Academy - Buyer FAQ

Plain-language answers about program fit, certification boundaries, scheduling, delivery, data, and fulfillment.

BUYER GUIDE

Signal Blueprint and Microsoft 365 Copilot visual system | Version 2.0 | August 5, 2026

Choose and schedule the Academy with clear expectations.

How do we choose a program?

Start with the learner responsibility or organizational condition. Exam readiness serves three Microsoft role paths. Foundations strengthens Microsoft 365 practice. The Organizational Academy builds adoption. QuickStart builds the plan. Chat builds the first responsible-use habit. The Executive Briefing aligns leadership.

Are the exam programs official Microsoft exams?

No. Temen provides instructor-led preparation aligned to current Microsoft objectives. Microsoft and its authorized exam providers control the exams and credentials.

Is a voucher included?

Only when an approved product explicitly includes an authorized voucher. A voucher is never implied by the training price.

More program and delivery answers.

Is the Organizational Academy fourteen full training days?

No. It is a fourteen-calendar-day adoption sprint with 7.5 live hours plus practice, resources, moderated Teams support, and reinforcement.

Can courses use our production tenant?

Standard Academy delivery uses staged, sanitized, or explicitly approved practice information. Production access requires a separate authorized scope.

Can Temen customize a private cohort?

Temen can adapt emphasis, role scenarios, and safe exercises within the approved offer. New courseware, engineering, or deep tenant work may require a separate quote.

More program and delivery answers.

How is scheduling handled?

After commercial confirmation, intake collects participants, roles, time zone, preferred dates, accessibility needs, and delivery context. Temen confirms the instructor and Microsoft Teams schedule.

What happens after training?

Learners receive resources and a focused next path. Organizational programs also produce adoption observations and recommendations without employee surveillance.

Are results guaranteed?

No exam, adoption, productivity, or business result is guaranteed. Temen documents the delivery, artifacts, observed conditions, and next actions without inventing metrics.