

We've compiled a list of Frequently asked questions and provided you additional resources.

What is Copilot for Sales

Copilot for Sales is a collaboration platform that streamlines communication and information sharing for sales teams, eliminating the need for manual data entry and saving time while boosting productivity.

Link FAQ

<https://support.microsoft.com/en-gb/topic/viva-sales-faq-dd0b9203-a5d4-44ee-a173-cadc808c828a>

Copilot for Sales VS Salesforce Einstein

Record Type	Connected System	Result
Events (Calendar)	All appointments from Microsoft or Google accounts, No attachments	Einstein Activity Capture uses the data to display on the activity timeline
Contact	Contact data displayed from profile within Exchange or Gmail	Contact data us used by Einstein email insights and other features
Email Message	Email messages from Google or Microsoft account.	Einstein Activity Capture uses the data to add emails to activity timeline of related Salesforce records