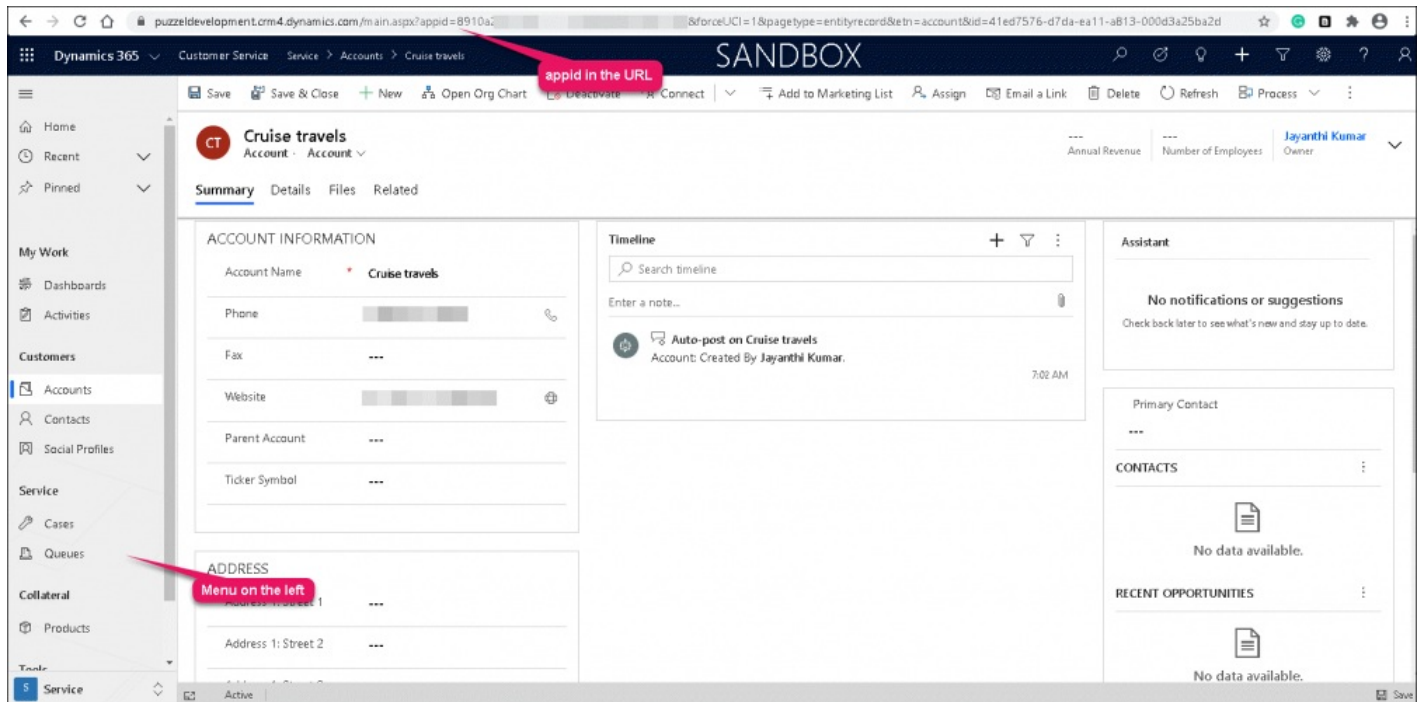# Prerequisites

Prerequisites needed for the CRM Widget to function properly are as listed below:

- Microsoft Dynamics Online (version 9)
- Microsoft Azure Active Directory [AD]

Only Unified Interface in Dynamics online must be used for a successful integration.For more details on enabling the Unified Interface functionality refer to, https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/enable-unified-interface-only

When the Unified Interface is enabled, your Dynamics interface will change to look like in the picture below

> **Note**
>
> The menu will be seen on the left and the AppID will be displayed in the URL.