# Title: Round Robin lead assignment not working/mismatch on lead assignment.

## **Problem**

Round robin assignment not working/mismatch of for leads even after the owner or territories is assigned.

## **Solution**

Territory round robin lead assignments works only if the leads matches the conditions on the territory and many other reasons on how the leads are created.

**Troubleshooting steps**

Round robin assignment of leads does not work if any of the below is being done on the lead.

1. Ensure that the filter conditions used in the territory matches the lead.
2. Check if the lead already has a owner while creating the lead on the system, then definitely mismatch will be there in lead assignment.
3. Also check if the territories are also added to the leads during creation, if so then the territories will not run.
4. Check if the user is added in the under the list of user round robin assignment.

## Related articles

**Knowledge base:**

<https://support.freshsales.io/support/solutions/articles/217811-how-are-leads-automatically-assigned-using-territories->

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