# Set Default Assignment Group Based on Location

**User Story:** To automatically assign the appropriate assignment group to records (e.g., incidents, changes) based on the user's location, ensuring that the records are routed to the correct support team efficiently and without manual intervention. This will improve response times, reduce the need for manual assignment, and enhance overall service delivery.
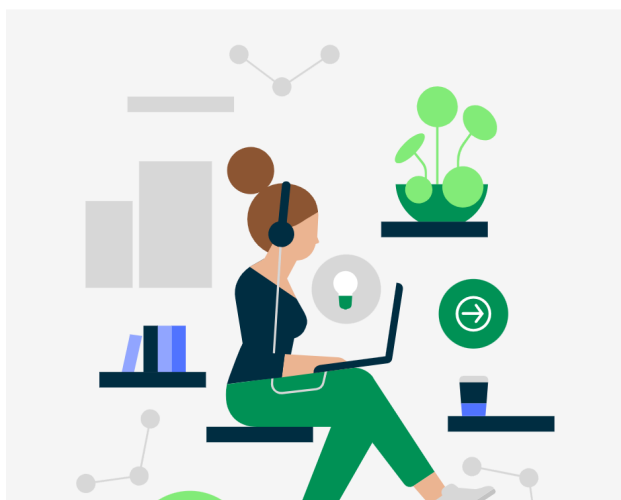
**Objective:** Automatically assign the correct assignment group based on the user's location.

**Skills:** Business rule, Scripting, Data Mapping.

**Solution:**

**Step 1** : Sign into ServiceNow.

servicenow. | Developer Program



Sign in with your ServiceNow ID

Email

☑ Remember me

Next

**Need assistance?**
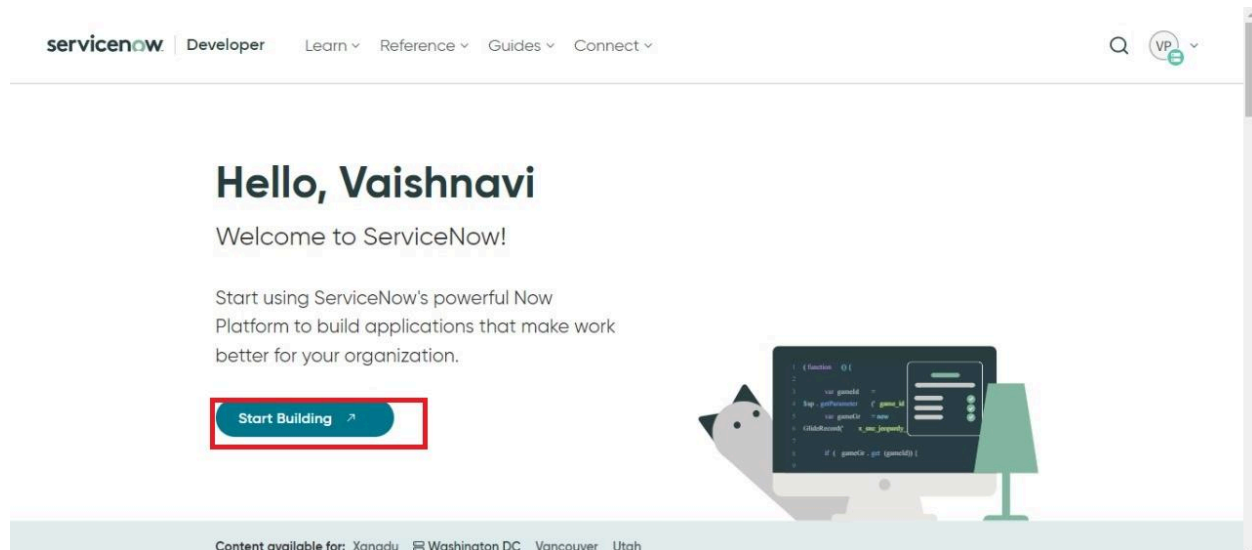
Get instant help or open support ticket!

or

**Step 2 :** Sign up for a developer account on the ServiceNow Developer site "https://developer.servicenow.com".

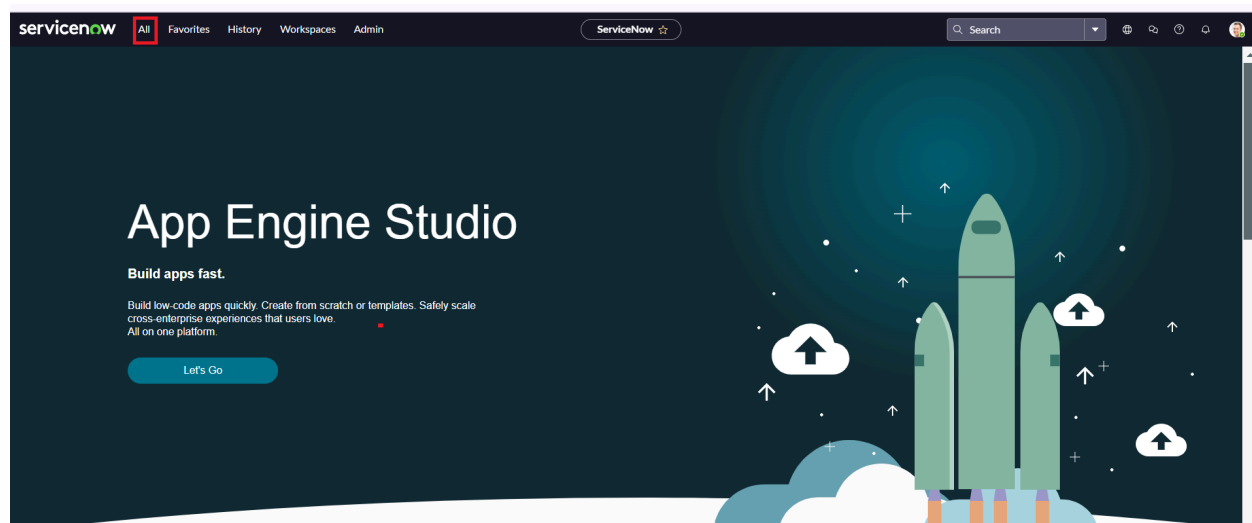**Step 3 :** Once logged in, navigate to the "Personal Developer Instance" section.

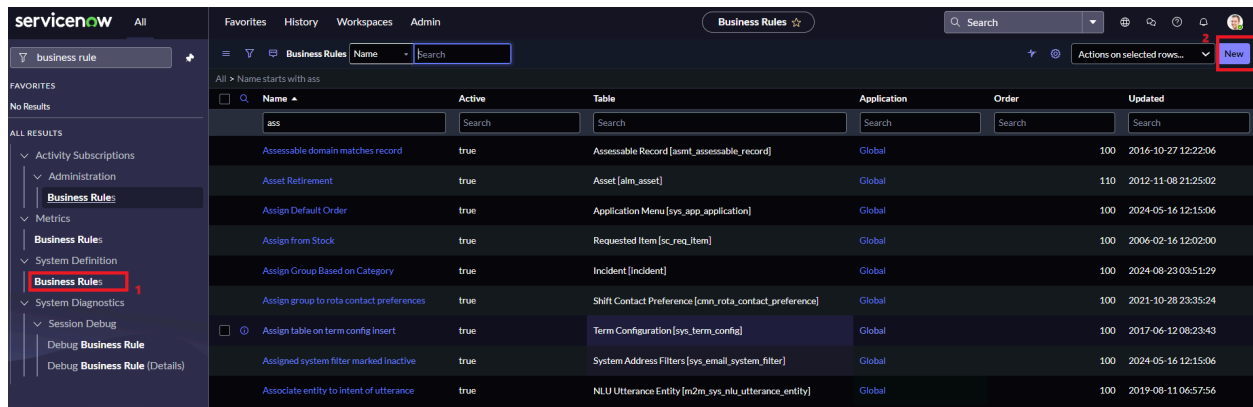Click on "Request Instance" to create a new ServiceNow instance.



**Step 4 :** Fill out the required information and submit the request.

**Step 5 :** You'll receive an email with the instance details once it's ready.

**Step 6 :** Log in to your ServiceNow instance using the provided credentials. Now you will navigate to the ServiceNow.
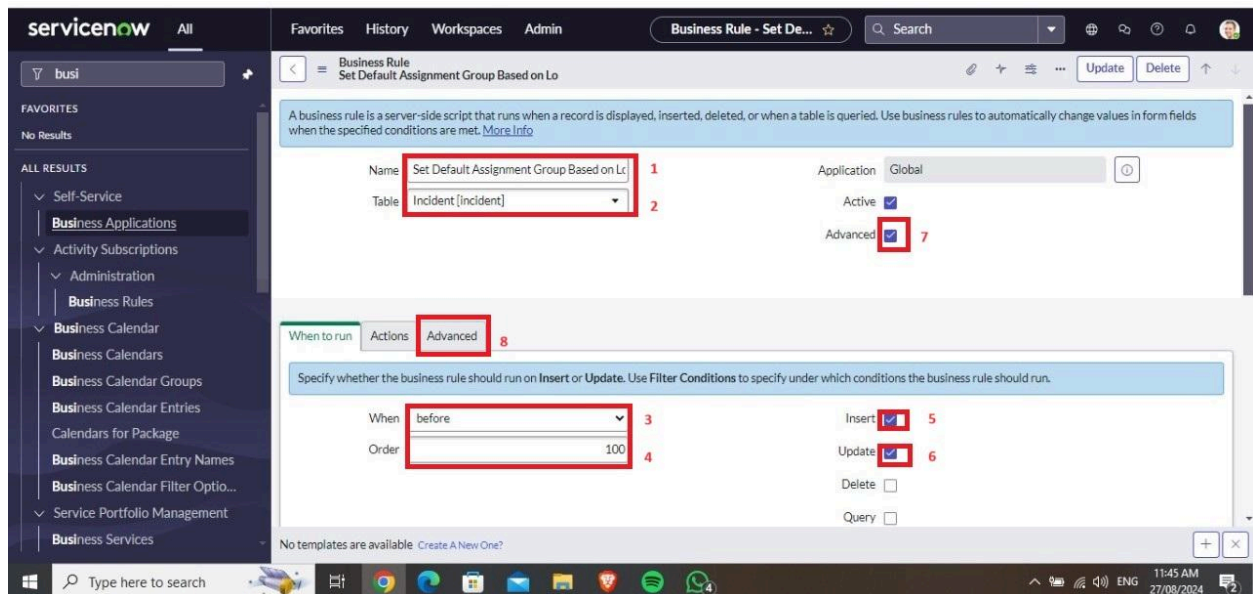
**Step 7 :** Open "Business rule Under System Definition" >> New.



**Step 8 :** Fill the details as below



**Step 9 :** Click on Advanced.

**Step 10 :** Enter the given Code Below.

```javascript
(function executeRule(current, previous /*null when async*/) {
   // Ensure that the location field has a value
   if (current.location.nil()) {
      return; // Exit if location is not set
   }

   // Define a mapping of locations to assignment groups
   var locationToGroup = {
      'New York': 'NY Support',
      'San Francisco': 'SF Support',
      'London': 'London Support'
      // Add additional location-group mappings as required
   };

   // Get the location value from the record
   var location = current.location.getDisplayValue();

   // Set the assignment group based on the location
   if (locationToGroup[location]) {
      // Retrieve the group sys_id using the name
      var groupGr = new GlideRecord('sys_user_group');
      if (groupGr.get('name', locationToGroup[location])) {
         current.assignment_group = groupGr.sys_id;
      } else {
         gs.info('No assignment group found for location: ' + location);
      }
   }
})(current, previous);
```
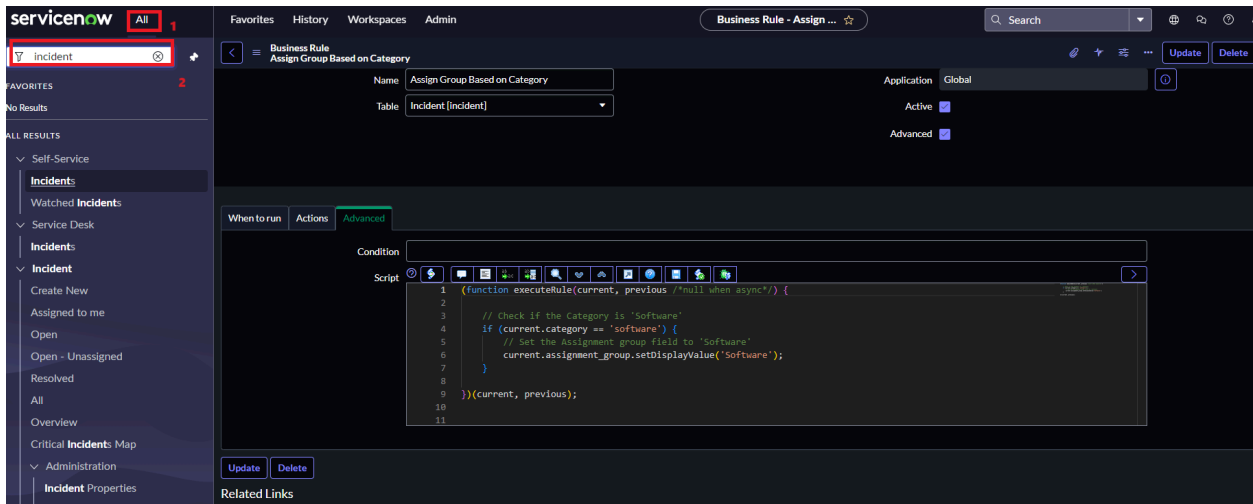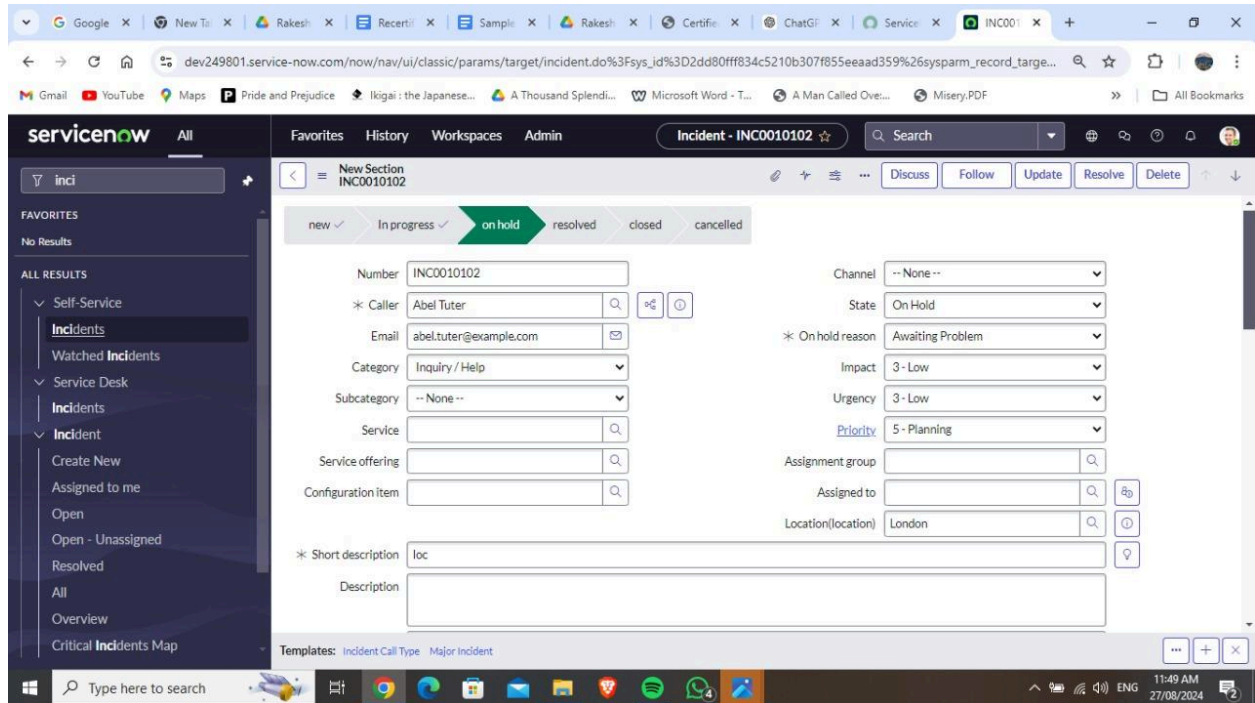
**Step 11 :** Save and Submit.
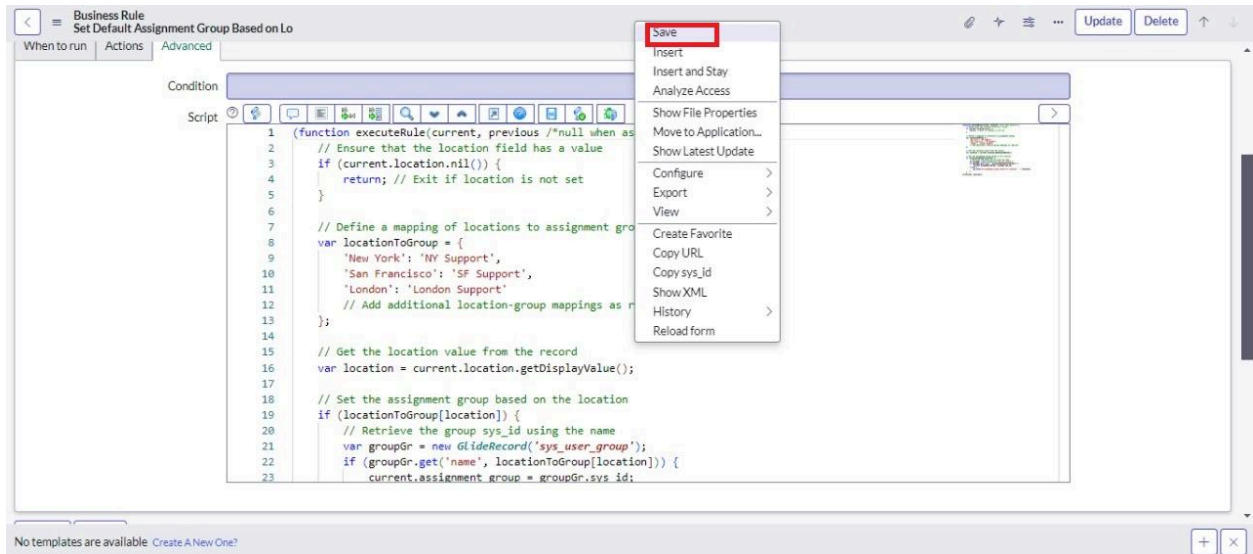
**Result :**

**Step 1:** Open incident >> All.

**Step 2:** click on new
        Fill the details below

**Step 3:** In the figure above, If we give the location as London and save it, show the Assignment group as London Support.