

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.

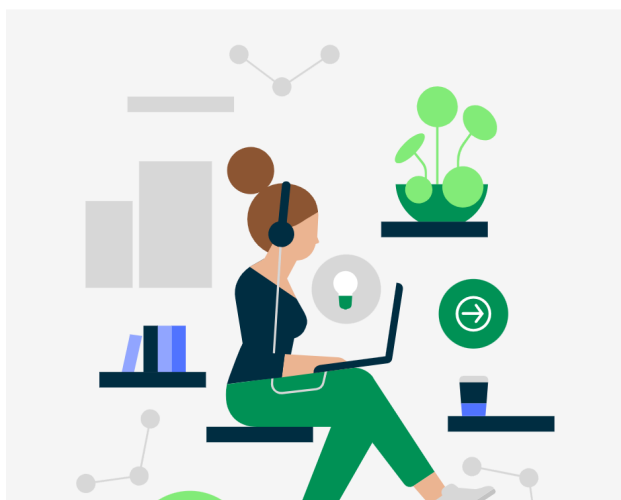
Objective: Automatically assign the correct assignment group based on the user's location.

Skills: Business rule, Scripting, Data Mapping.

Solution:

Step 1 : Sign into ServiceNow.

servicenow | Developer Program



Sign in with your ServiceNow ID

☐ Remember me

Next

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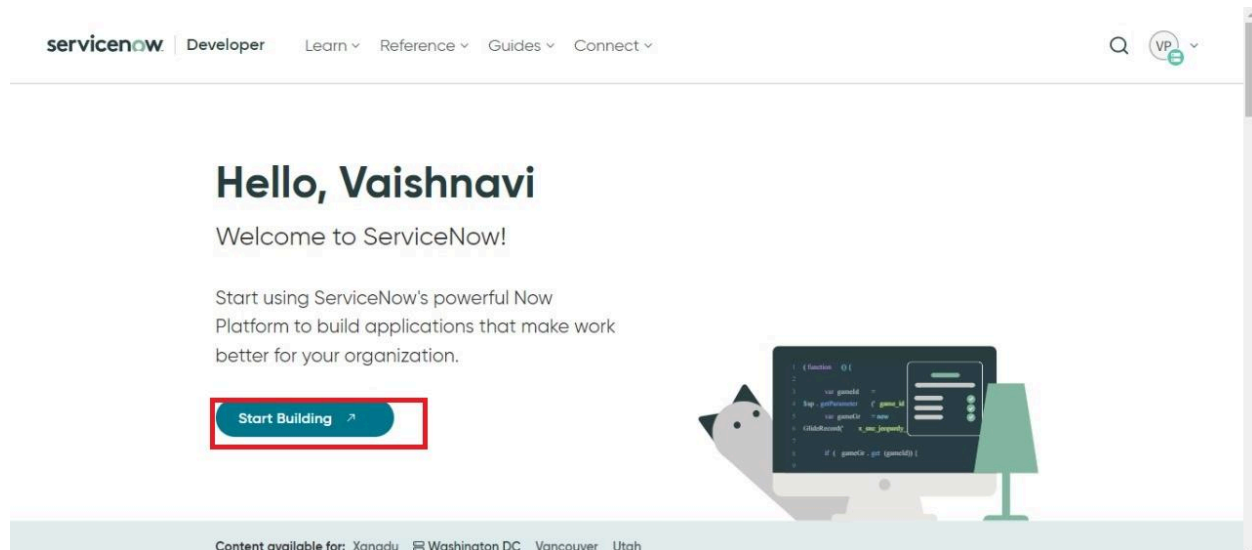
or



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.

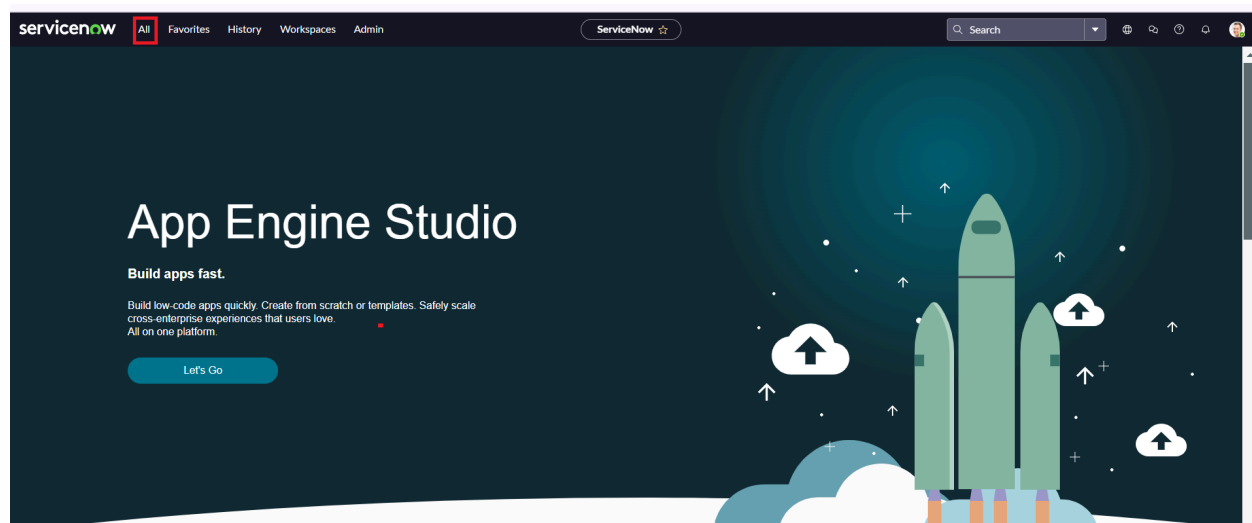
Click on "Request Instance" to create a new ServiceNow instance.



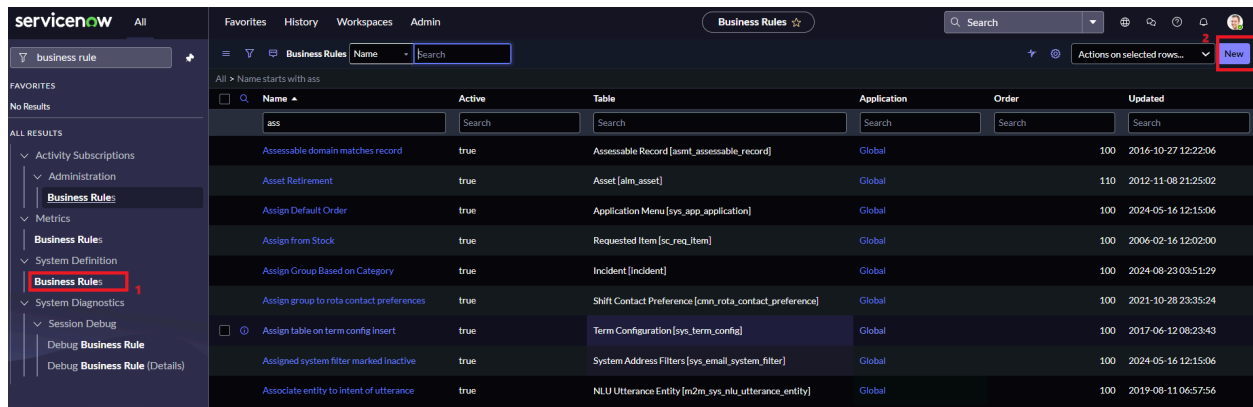
Step 4 : Fill out the required information and submit the request.

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.

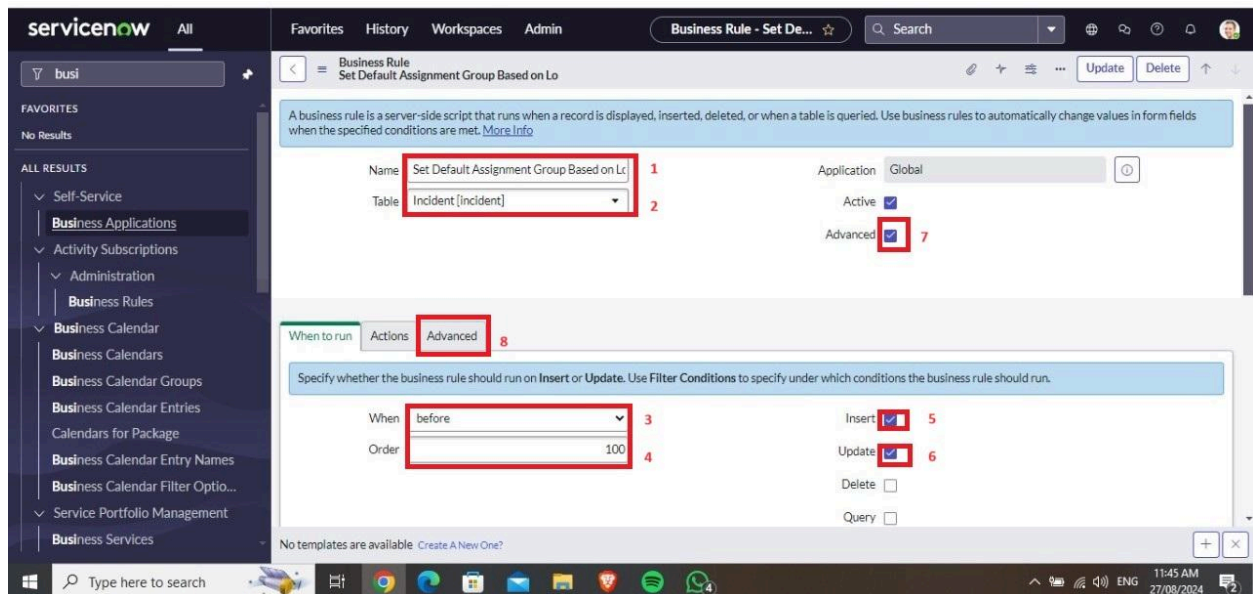


Step 7 : Open “Business rule Under System Definition” >> New.



Name	Active	Table	Application	Order	Updated
Assessable domain matches record	true	Assessable Record [asmt_assessable_record]	Global	100	2016-10-27 12:22:06
Asset Retirement	true	Asset [alm_asset]	Global	110	2012-11-08 21:25:02
Assign Default Order	true	Application Menu [sys_app_application]	Global	100	2024-05-16 12:15:06
Assign from Stock	true	Requested Item [sc_req_item]	Global	100	2006-02-16 12:02:00
Assign Group Based on Category	true	Incident [incident]	Global	100	2024-08-23 03:51:29
Assign group to rota contact preferences	true	Shift Contact Preference [cmn_rota_contact_preference]	Global	100	2021-10-28 23:35:24
Assign table on term config insert	true	Term Configuration [sys_term_config]	Global	100	2017-06-12 08:23:43
Assigned system filter marked inactive	true	System Address Filters [sys_email_system_filter]	Global	100	2024-05-16 12:15:06
Associate entity to intent of utterance	true	NLU Utterance Entity [n2m_sys_nlu_utterance_entity]	Global	100	2019-08-11 06:57:56

Step 8 : Fill the details as below



A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. [More Info](#)

Name: Set Default Assignment Group Based on Lc 1

Table: Incident [incident] 2

Application: Global 3

Active: ☒ 4

Advanced: ☒ 7

When run: **Advanced** 8

Specify whether the business rule should run on Insert or Update. Use Filter Conditions to specify under which conditions the business rule should run.

When: before 3

Order: 100 4

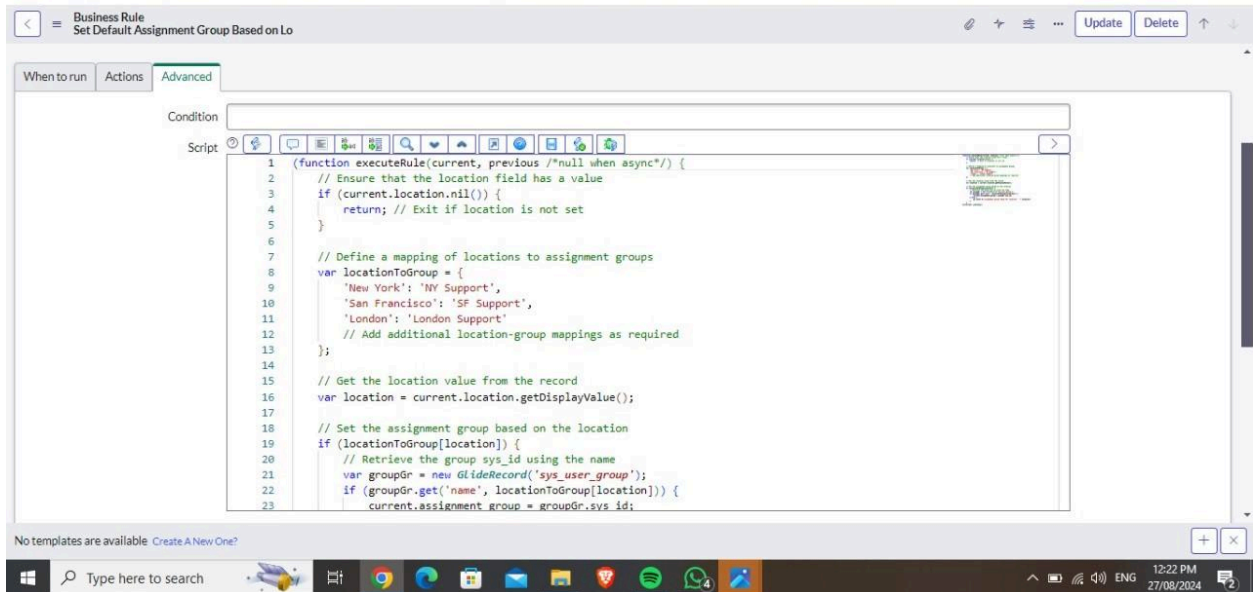
Insert: ☒ 5

Update: ☒ 6

Delete: ☐

Query: ☐

Step 9 : Click on Advanced.



Step 10 : Enter the given Code Below.

```

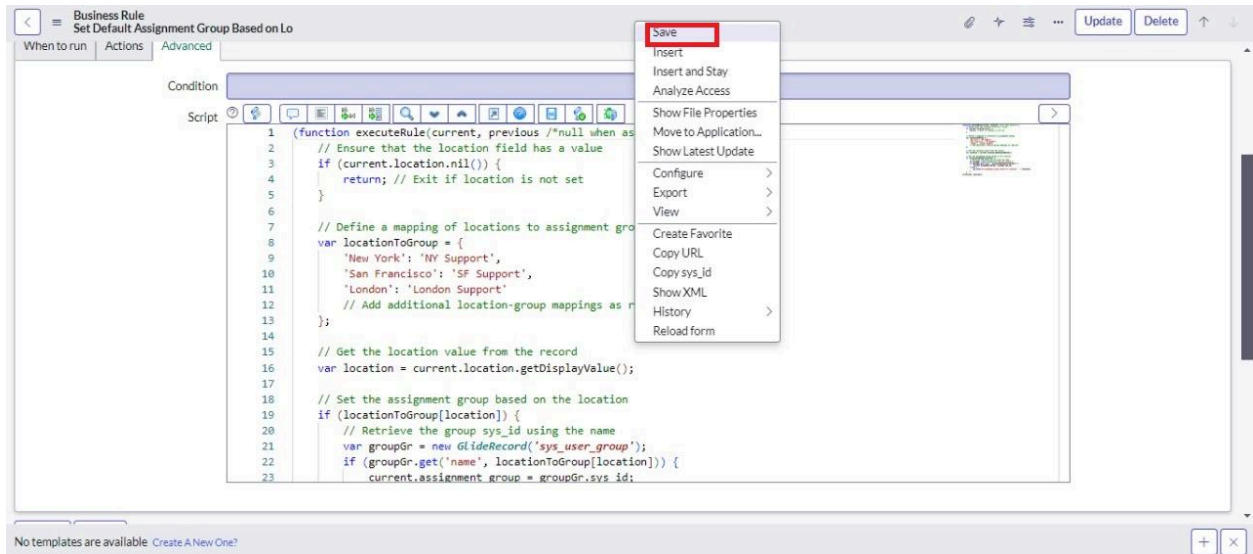
(function executeRule(current, previous /*null when async*/) {
  // Ensure that the location field has a value
  if (current.location.nil()) {
    return; // Exit if location is not set
  }

  // 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();

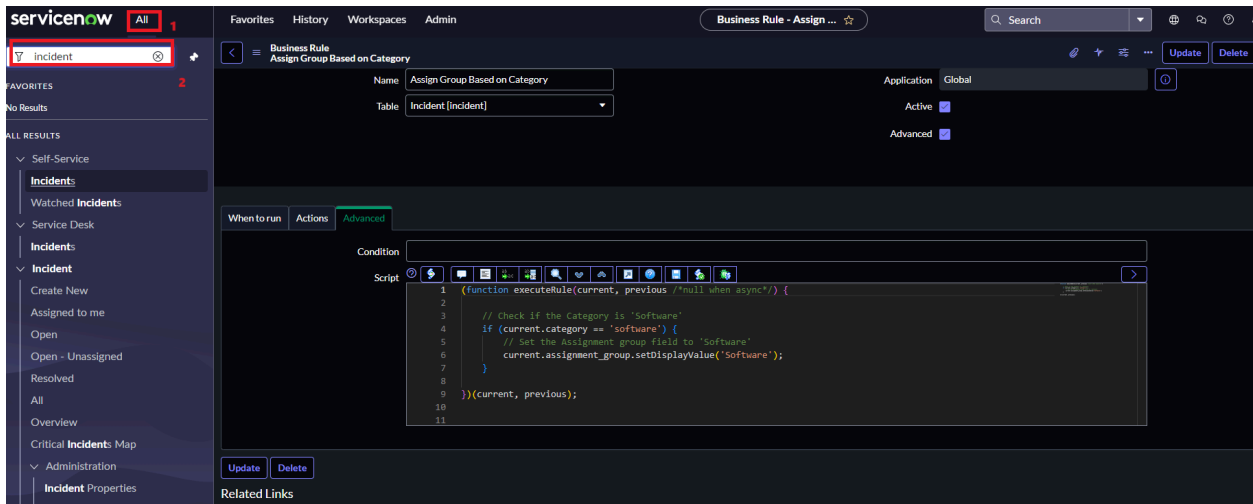
  // Set the assignment group based on the location
  if (locationToGroup[location]) {
    // Retrieve the group sys_id using the name
    var groupGr = new GlideRecord('sys_user_group');
    if (groupGr.get('name', locationToGroup[location])) {
      current.assignment_group = groupGr.sys_id;
    } else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

Step 11 : Save and Submit.

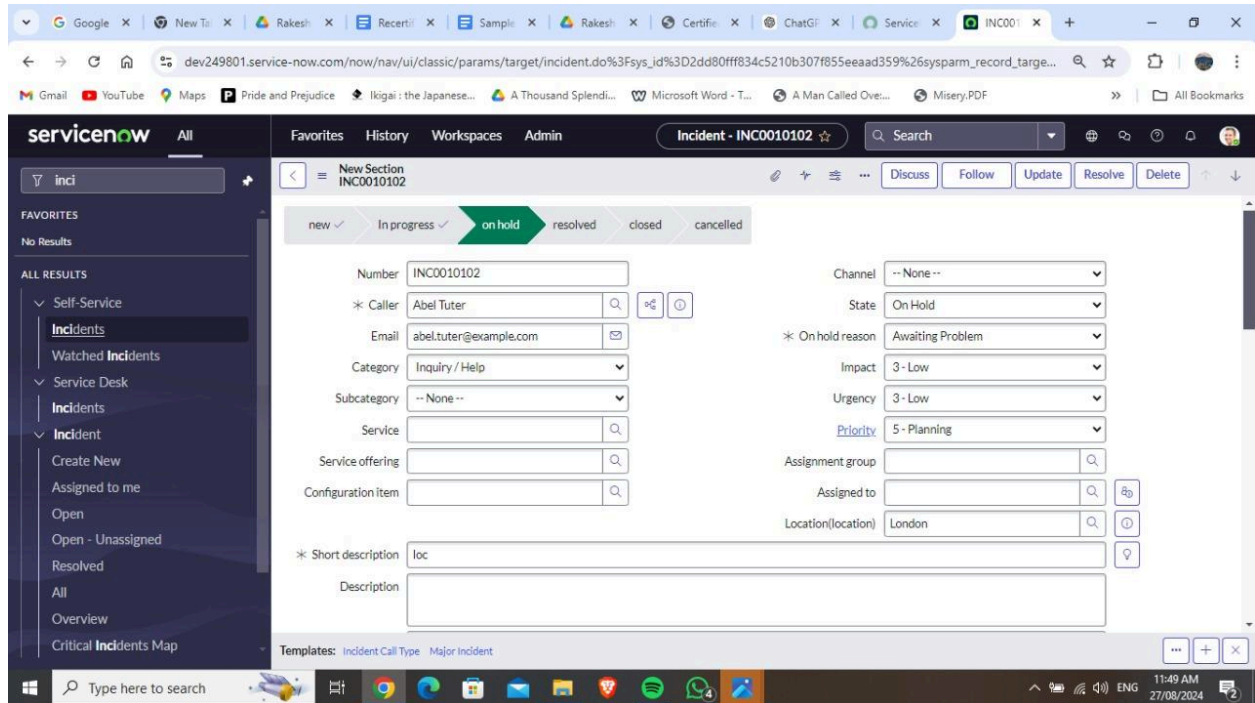


Result :

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.

