

ABSTRACT

Pelabuhan Indonesia (Pelindo) is a world-class port that offers you integrated services between ports in Indonesia. Pelindo is an integrated company from four state-owned ports, namely PT Pelindo I (Persero), PT Pelindo II (Persero), PT Pelindo III (Persero) and PT Pelindo IV. As a service, Pelindo II has many customers, where customers are usually called agents, in submitting complaints, it must occur through a process that makes minutes if changes are in accordance with the agent's complaints, the minutes in the company are legal forms or legal matters containing ratification in an event, handover receipts, incidents, and buying and selling transactions, in filing a complaint, the current condition at PT Pelindo II is still done manually, in which the agent must come to the office and file a complaint, after that customer service will make a report manually, which will be processed completion, where this can be done for the annual audit, because there is no storage for the results of the minutes that have been completed, where this can be done for the annual audit, because there is no storage for the results of the minutes that have been completed. existing business at PT Pelindo II Tanjung Priok Branch.

Keywords : Report, Agent Complaint, Pelindo II, Agile, Extreme programming, Black box Testing