

## ***Abstract***

*Customer satisfaction and loyalty is the key for every company to continue to grow. On the Point.Id website application, users can exchange gifts, discounts or other special incentives by using their points as a means of exchanging products such as credit, data packages, e-money, and cashout. These features are still not fully running well so it needs to be tested. Testing using software can verify, validate the quality of the software and can also make it easier for the development team to fix errors. Blackbox testing is a method used to test software without having to pay attention to software details. This test gets an error on the website when executing, finds errors that have not been found by the developer team and what has been done is in accordance with the expected requirements and expected results. The test results on the customer module successfully run 27 test cases passed, the partner module successfully runs 12 test cases passed, and the admin module successfully runs 29 test cases with 26 passed and 3 errors.*

***Keywords:*** Loyalty Point Agent, Katalon Studio, Web Testing, Test Case.