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# **Business Requirement Document**

## **SAHABAT AI PLATFORM**

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Strictly Confidential  
Version 1.0

**Raised by**

AI Platform & Products  
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## Document Approvals

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## VISION

### "AI for ALL"

IOH has committed to a transformation from being a traditional telecom operator ("Telco") to becoming an AI-native technology company (TechCo). AI is being embedded across operations, not just in isolated pilot projects.

Indonesian government has set goal "Golden Indonesia 2045", which is a long term national vision, aiming to become a Digital economy (high income country powered by digital infrastructure, digital economy, digital government, etc) to celebrate its 100<sup>th</sup> year of Independence.

To support this, IOH wants to build an AI infrastructure in Indonesia, with local data, talent, solutions adapted to the Indonesian context by building a model that supports Indonesian languages at its core reducing dependence on foreign AI models that may not fit local needs or regulatory regimes. With its wide telecom network and approach to be "Sovereign" IOH wants to achieve with Vision.

## OBJECTIVES

### A. To build an AI platform that :

1. Is Multi-Modal in nature such that it can answer queries requirement output of multiple types including Text, Image, Audio, Video, Coding, Deep Research.
2. is Multi-Model & capable to choose the right model for answering the queries from users requesting the response from the right Model. To achieve this, the platform may inference to multiple models (Sahabat, Western, Chinese) ensuring cost-efficient quality answer.
3. supports Multi-lingual input, mastered in local languages, English & other languages. For other non-trained languages use tools like Google translate to understand the users input and reply back in the same language.
4. Creates a space for every user to store the interactions and remembers conversations to builds context while answering user queries.
5. Offers capability to construct different product offerings to customers including an end consumer as well as to B2B enterprises. Product tiers can include free versions and paid versions with varied limits.
6. Accessible to the citizens of Indonesia through a Website, Application (Android, IOS) and to B2B enterprises via web scripts (to integrate into websites) and /or SDKs to integrate into Apps.

### B. To train Sahabat LLM

1. On more Indonesian languages : An LLM (Large Language model, minimum 7B parameters) trained with texts in local Indonesian languages, Multi-Modal in Nature.
2. To build our own models to support data types other than Text especially Image & Video.
3. Keep training, retraining the models to stay on the list of top efficient models
4. Enable the access to the SAHABAT LLM to be used by organizations who want Indonesian language expertise directly accessible via "Token as a service" business model, deployed in Indonesia hosted on GPU's provided by IOH.

## EXPECTED BENEFITS

### A. Corporate Positioning

If IOH is able to build a Sovereign AI platform built In Indonesia, by Indonesia & for Indonesia, it will

1. be the forerunner supporting the Indonesia vision of “Golden Indonesia 2025” and will prove to be true to its vision of Empowering Indonesia.
2. Put Indonesia and IOH on the AI map of the world.

### B. Telco Benefits

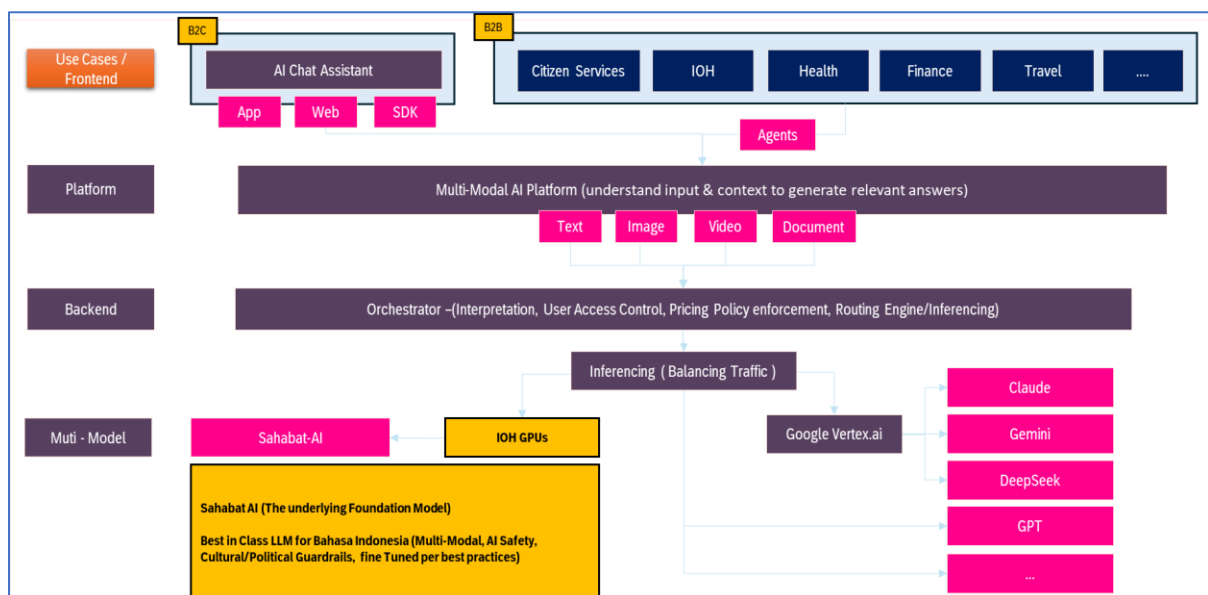
1. With a 100 million strong network, IOH will bring AI in the hands of the all. The biggest bottleneck in developing nations is exposure and need. With its initiatives, IOH can educate every Indonesian about the benefits of AI and how to use AI in daily lives. This brings stickiness and build a new format of consumption behaviour for the customer.

### C. Monetary Benefits

1. Usage of Sahabat AI through IOH GPUs will bring about monetary benefits as well.
2. Monetizable agents in the field of Travel, Health government services will bring commissions in addition to consumption.

## High Level AI Platform View

Here is the high-level view of the AI platform with the blocks that need to be developed and/or integrated to build a full end to end customer & business view



On the North bound, the AI platform will integrate with Front-Ends like

- App, website, SDK, Web scripts for end customer who will access the Sahabat LLM directly and seek answers to their queries from any topic. The Answers to be powered by Search, RAG, Agentic etc.
- Offering features like

- a) Search in a human like conversation format.
- b) Links to the search
- c) Agents which are built for specific use cases like Telco Service, government services, travel, health that provide credible information.
- d) Expose APIs to B2B enterprises/companies who want to use the AI platform services like ask a query and get a response. The service may be sold as “Token as a service”, “Model as a service” or even “GPU consumption”
- e) In a future use case, we will build SLM to support specific industries like banking, hospitality etc and so is used specifically for them.

In the Middle, the AI platform needs to have an intelligent layer that

- a) Keeps track of the product specific guardrails (quota) for customer . e,g, what can customer access on Free, pro, max and b2b tiers
- b) Understanding the language of the query and further translating if required.
- c) Context setting → Whether the query being asked has a connection with a previous conversation or not ?
- d) Records every query to a specific session/conversation and remembers the context. If a query is asked in a session and no context is found, record it in a new session automatically.
- e) Convert the query into a correct prompt and then find the right model to sent the query to.
- f) Be efficient in identifying the right model to prevent cost inflation.
- g) Draft the response to the customer in the perfect/correct format

Text-base	<ul style="list-style-type: none"> <li>• <b>Plain text</b> – Direct answers, instructions, summaries.</li> <li>• <b>Formatted text</b> – Markdown, HTML, rich text (bold, bullet points, tables).</li> <li>• <b>Code snippets</b> – Programming responses with syntax highlighting.</li> </ul>
Voice / Audio	<ul style="list-style-type: none"> <li>• Able to create audio files of the responses presented to the user. The audio creation icon needs to sit out in all the responses presented to the user.</li> <li>• Able to integrate with Audio based AI models to present Audio format responses to users.</li> </ul>
Images	<ul style="list-style-type: none"> <li>• Charts, diagrams, product mockups, AI-generated art.</li> <li>• <b>Tables &amp; dashboards</b> – Summaries of structured data.</li> </ul>
Documents	<ul style="list-style-type: none"> <li>• PDF, Word, Excel reports generated by the AI.</li> </ul>
Visuals.	<p><b>Video generation</b> – Explainers, avatars speaking responses, training content.</p> <p><b>Animated GIFs</b> – Quick visual answers.</p> <p><b>AR/VR outputs</b> – 3D models or immersive experiences.</p>
Etc ..	Will come up with new formats in future.

#### **On the South bound of this AI platform,**

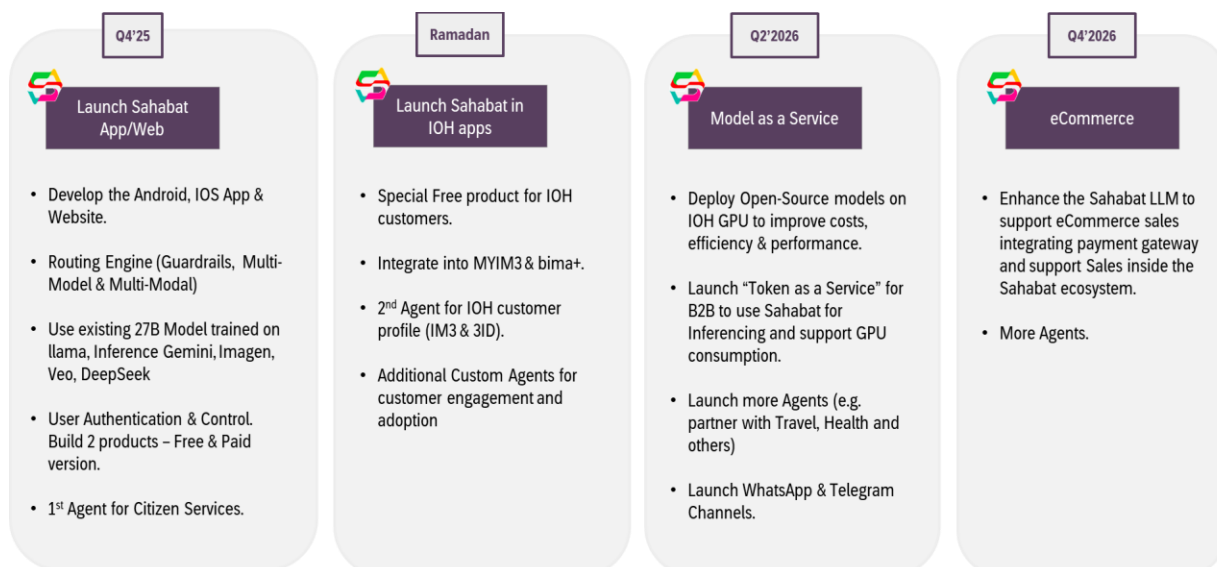
There will be the real LLM, a collection of which will make our AI platform as an aggregator of multiple LLMs (open source and frontier models) of the world.

In this layer will exist 2 main blocks.

- a) **Block #1** deployed on IOH GPUs. These will be SAHABAT LLM (existing version), other Open Source models that will be deployed in phases to achieve the objective of cost efficiency and sovereignty. IOH will deploy DeepSeek and other cost effective models to support Text, Image, Video etc to support cost effectiveness.
- b) **Block #2** End points of various other frontier models that will be accessed based on users requests and paid on usage based on token consumption or another business model agreed. These models will include Gemini, Imagen, Veo, Claude, Mistral, GPT, Qwen, GLM etc.

## Roadmap

IOH has already defined the roadmap for the next 12 months as follows:



Subject to change. Timelines will only be crunched and phases will need to be delivered faster

### Q4'25 :

- Launch Sahabat AI B2C framework where end user (Indonesian customers) will be able to access AI based search via Website, Android & IOS Apps.
- Make available 2 base products to the end user: a free and a paid product
- We also need to create our 1<sup>st</sup> agent that supports a use case for Government services.

### Q1'26: Ramadan

- Integrate into MyIM3 & bima+ launching a free product for IOH users by bundling the product for specific segments who upgrade their ARPU.
- Launching specific agentic product for IOH customers making it easy for them to find, access and buy services.

### Q2'26 : Model as a Service

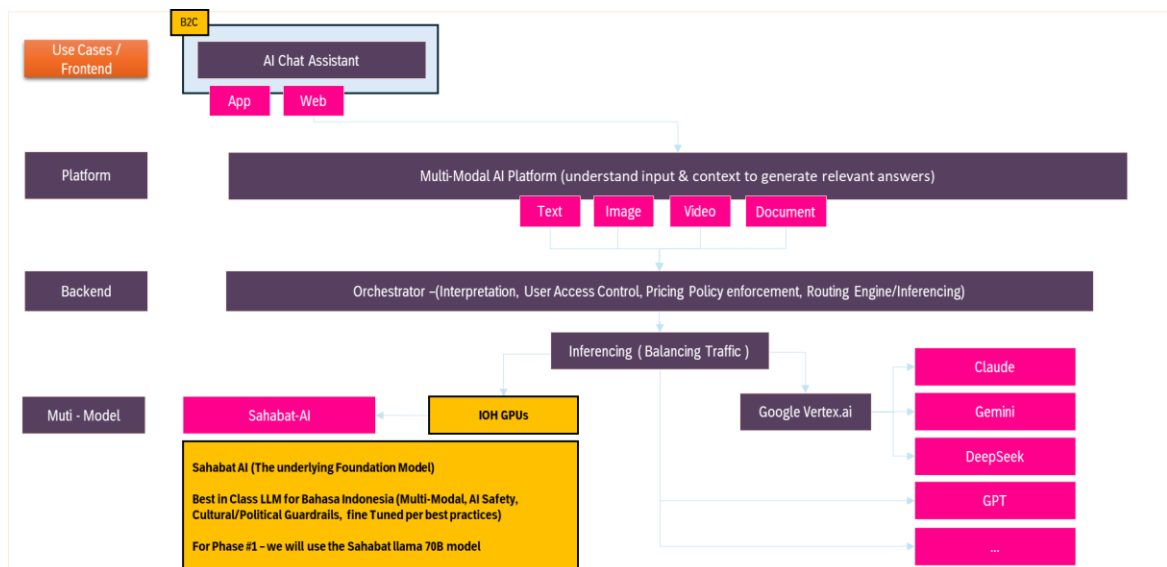
- Expose "Token as a service" for the AI platform – LLM aggregator
- Web script for B2B to enable on their Website and make it AI ready.

#### Q4'26 : Time to Launch Agents.

- Integrate Payments with Sahabat platform enabling Agents to collect payments.
- Agent Factory: Allow anyone and everyone to create Agents on the Sahabat AI platform, sell services and collect payments.
- Plan to Launch Travel, eCommerce and Health services agent

#### Phase #1 – Q4'25 Scope

- **Launch Sahabat AI B2C framework** where end user (Indonesian customers) will be able to access AI based search via Website, Android & IOS Apps.



- **What needs to be Developed ?**  
Overall Design to be done by Google.

Base components.

	What	Who will Develop
CMS	For all the configurations related to this product	Digitral
Customer Frontend	App (Android/IOS), Responsive Website	Digitral
User Authentication	Guest user, Agnostic (login using email, Non IOH MSISDN) user, IOH user (IM3, 3ID MSISDN).	Digitral
User journeys	Access, Subscribe, Unsubscribe	Digitral
User Purchase	Make a small billing profile on the product purchased by the user. The product can be purchases using payment	Digitral



	method, PULSA for IOH or even Eligibility from the purchase of a specific data pack by IOH.	
User Profile	Product Mapping Eligibility Quota & Balances Sessions/conversations Context	Google/Quantifi
Offer Upgrade/Buy	If the user runs out of quota, eligibility of access to specific models, ask the user to pay for the service.	Quantifi to hand it over to Digital to complete the flow.  Organic purchase flow invoked by user to be handled completely by Digital.
Identifying user intent	Identify the Intent of the user to create the right Prompt from the Query or if the user has asked the query to a particular preselected model.	Google/Quantifi
Guardrails.	Social, Political, Religious guardrails to be developed	Google/Quantifi
Context & Prompt creation	Once the intent is identified, look for context in the query and lookup in the history to identify previous conversation related to the query (to prevent duplication), build the right prompt.	Google/Quantifi
Target feature	From the Intent of the customer, identify the Target feature among Text, Image, Video, Code, Deep research, Agents and further pass the query to the right model.	Google/Quantifi
Inferencing to models	After creating the prompt send it to the right model at the end point and wait for response.	Google/Quantifi
User Interface engagement during the wait	Build a catchy UX to engage the user while waiting for an answer from the model.	Digital

	Gamify, input facts, News, stats of General Knowledge, Guinness records etc.	
Format the response for the user in the context window	Handle the Responses from the Middle layer and build a good presentation for the customer for various formats text, paragraph, images, Tables, bullet points, charts, Graphs etc.	Digital

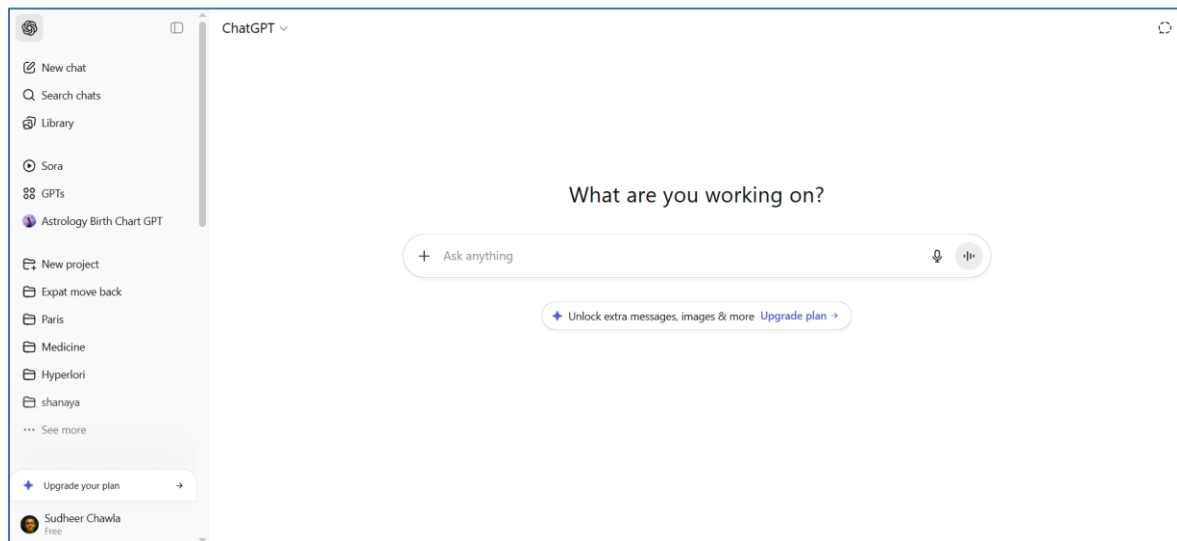
- **User Journeys**

Minimum set of user journeys.

- Install or Open Web
- Join as Guest.
- Login using MSISDN/Email
- Activate Free version – “Default”
- Query to the Chat
- Chat with 3<sup>rd</sup> Party Agents
- Select Specific Model and query
- Historical conversations (Store & Appear)
- Personalization
- Quota Exhausted
- Profile Screen with options to
  - See the eligible quota per model, used quota
  - Access historical conversations
  - Upgrade/Purchase
  - Show Personalized Agents
- Purchase Sahabat screen.
  - Buy using payment methods
  - Through Pulsa for IOH customers
- API to provision the product for the user as the product may be purchased from a PPOB ecosystem like gopay, bank etc.
- B2B ecosystem can Query to the Sahabat AI platform through the “API-Gee” Platform. Input is the Query and output is the result. Deduction on the API-Gee are the tokens.
- Others as are relevant per the journeys in other AI ecosystems such as chat gpt, Perplexity and others

- **UI/ UX**

- Simple minimalist design like ChatGPT, Perplexity.
- Focus more on how to present the output.



## Sections to build

### 1. Left Bar

- New Chat &
- Search among chats (searches in the history)
- Agent Space → placeholder for 3<sup>rd</sup> party agents. Whatever the user types in here is passed to the model end point for fulfilment. The Agent may provide paid service separately or can be part of the paid service.
- Historical session (long list) to be stored for up-to 90 days per paid user & 15 days for free user.

### 2. Top Center (Choose the model to talk to)

- The model list will be available based on the product subscribed by the user described in “Quota for Type of users” section below.

### 3. Center Text

- Make this personalized prompt per user and should appear based on Personalization.
- Search bar with options to upload different format
  - Write Text
  - Upload Image, Document, Video
  - Record Audio

- Button to upgrade to paid version or remind user about the subscription lifecycle in this placeholder. Notify Expiry date of subscription and CTA to pay when near expiry.

### 5. Top Right Corner → profile button

## • Channels/Users for Sahabat AI

	Guest Login	Login (Google/Mb Number)
Website	Free Guest User	Free or Paid
Android App	Free (Device ID)	Free or Paid
IOS App	Free (Device ID)	Free or Paid

MYIM3 SDK	NA	Free, Paid or Bundle (Mb Number)
Bima+ SDK	NA	Free, Paid or Bundle (Mb Number)
WA	NA	Free or Paid (Mb Number)
Telegram	NA	Free or Paid (Mb Number)

- Type of users

**Rule #1** → Identify IOH users using HE in website and App. If not identified treat as Guest.

Free Guest User	Unidentified Website User, No Payment, Identify by Cookie if Possible.
Free user	Not paid → Identify using Non-Login user (Device ID as user id) or even Login user
Paid	Paid by Payment flow in the app and or web or Through 3 <sup>rd</sup> party payment APIs (can be IOH PULSA, or PPOB payment APIs)
Bundle with IOH product	Data pack bundle with IOH. Provide an Api to Provision the package to the backend.

**Rule #2** → We have to use the existing framework of the User management developed for Myim3 & bima+ that handles Authentication, Logging, identifying the users between Guest, Agnostic and IOH own users.

**Rule #3** → Multiple products purchased will extend Validity to longest date.

- Quota for type of Users

To start with, we have to create the following variants of products

Output	Complexity	User	Model	Priority	Queries	Frequency
Text	Low, Medium, Complex	Free Web, Free	Sahabat	1	100	Monthly
Image	Complex	Free	DALL-E	1	1	Month
Image	Complex	Free	Imagen	2	1	Week
Image	Complex	Free Web, Free	SD	3	1	Day
Image	Not Complex	Free Web, Free	SD	1	5	Day
Video	Complex	Free	Vevo	1	0	Month
Video	Complex	Free	Tencent	2	0	Week
Video	Complex	Free	Qwen	3	0	Day
Video	Not Complex	Free	Tencent	1	0	Day
Video	Not Complex	Free Web, Free	Qwen	2	0	Day

Output	Complexity	User	Model	Priority	Queries	Frequency
Text	Low	Paid	Sahabat	1	Unlimited	Monthly
Text	Medium	Paid	Gemini Flash	1	10	Daily
Text	Complex	Paid	Gemini Pro	1	10	Month
Image	Complex	Paid	Imagen	1	10	Week
Image	Complex	Paid	SD	2	20	Week
Image	Not Complex	Paid	Tencent	1	10	Day
Video	Complex	Paid	Vevo	1	10	Week
Video	Complex	Paid	Tencent	2	20	Week
Video	Complex	Paid	Qwen	3	10	Day
Video	Not Complex	Paid	Tencent	1	5	Day
Video	Not Complex	Paid	Qwen	2	5	Day

Output	Complexity	User	Model	Priority	Queries	Frequency
Text	Low	IOH Bundle	Sahabat	1	Unlimited	Monthly
Text	Medium	IOH	Gemini Flash	1	10	Daily
Text	Complex	IOH	Gemini Pro	1	10	Month
Image	Complex	IOH	Imagen	1	10	Week
Image	Complex	IOH	SD	2	20	Week
Image	Not Complex	IOH	Tencent	1	Unlimited	Day
Video	Complex	IOH	Vevo	1	10	Week
Video	Complex	IOH	Tencent	2	20	Week
Video	Complex	IOH	Qwen	3	10	Day
Video	Not Complex	IOH	Tencent	1	Unlimited	Day

**Note: Once the Quota is Over, the user should be presented with an option to upgrade to the buy the paid version.**

#### • Payment Methods

**Customers will be able to buy the Subscription to the Sahabat AI service through various channels in the following phased manner.**

Phase	Sahabat app	IM3 Pulsa	3ID pulsa	IOH bundle	PPOB
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#1	Through Payment Gateway				
#2		VAS subscription	VAS subscription	Data Pack bundling	
#3					Payment collected by 3 <sup>rd</sup> party and then provision product purchase on MSISDN/User ID, provide Link to activate.

- Event Logging

Capture every important event generated in the app and web for

1. Analytics purposes
2. Personalization
3. Campaign
4. Reporting
5. Funnel Assessment.

- Extend Clever Tap to record, capture events and create and run campaigns.

- Customer Care module.

1. Dashboard for IOH Customer care to access user profile, details related to subscription and address queries from the user. Raise tickets to the L1/L2 to solve queries.
2. Ticketing system inside the application enabling the user to raise his/her own complaints.
3. The first Agent that is trained to respond to queries about Sahabat AI itself and help solve customer queries and or raise tickets.

- Security

Proper Security Testing of the App , Vulnerability test.

- User Flow

1. User onboarding – Landing page		
No.	User story	Features/ function description
1	As any user, I open the Sahabat AI app	<b>Scenarios:</b> <ol style="list-style-type: none"> <li>1. The first time that the user opens the app after installing / reinstalling OR has previously opened the app but not yet completed user onboarding screen <ol style="list-style-type: none"> <li>a. A user onboarding screen will be shown</li> <li>b. User will be directed to Sahabat-AI chat as landing page</li> </ol> </li> </ol>

		<ol style="list-style-type: none"> <li>2. User has previously opened the app AND has completed the user onboarding screen <ol style="list-style-type: none"> <li>a. Determine status of user: <ol style="list-style-type: none"> <li>i. Guest user (non-logged in)</li> <li>ii. Logged-in user</li> </ol> </li> <li>b. Redirect user to respective landing page depending on status of user: <ol style="list-style-type: none"> <li>i. Guest user – Redirect to Sahabat-AI chat demo mode</li> <li>ii. Logged-in user – Redirect to chat landing page</li> </ol> </li> </ol> </li> </ol>
2	As a guest, I want to use the app without creating an account so I can try a sample of the app features	<ol style="list-style-type: none"> <li>1. Guest user can only access Sahabat-AI chat demo mode with following conditions: <ol style="list-style-type: none"> <li>a. Limited number of queries – 3 prompts per day (show counter of remaining chats available)</li> <li>b. Response will only be in the form of plain text</li> <li>c. No AI chat history will be available</li> <li>d. Not able to access the user-to-user chat feature (prompt for registration)</li> <li>e. Prompt for user to register once remaining guest queries are used up</li> <li>f. If connection becomes offline, show offline state and prompt to retry connection</li> </ol> </li> </ol>
3	As a new user, I want to register for an account in the app	<ol style="list-style-type: none"> <li>1. As user lands in login page, clicking register will direct user to the registration form containing the following fields (mandatory and optional): <ol style="list-style-type: none"> <li>a. Xxx</li> <li>b. Xxx</li> <li>c. Xxx</li> </ol> </li> <li>2. After user submits the registration form, user will be sent an OTP through SMS for user account verification <ol style="list-style-type: none"> <li>a. Limit OTP attempts to 5 attempts per cooldown session, and apply 1 hour cooldown if 5 attempts have been used up</li> <li>b. After 1 failed SMS OTP attempt, enable OTP verification via email with the same attempt limit (combined with SMS OTP attempt) and cooldown implementation</li> </ol> </li> </ol>
4	As an existing user, I want to login to the app	<ol style="list-style-type: none"> <li>1. As a user lands in login page, user inputs either phone number or email address to login and password <ol style="list-style-type: none"> <li>a. Wrongly inputted user credentials is limited to 5x per cooldown session, and apply 1 hour cooldown if 5 attempts have been used up</li> <li>b. Suggest user to toggle “forgot password” after 1 wrong attempt</li> </ol> </li> <li>2. If “forgot password” toggle is initiated by user either from the login page itself or after wrongful attempt, user will be asked to input phone number or email</li> </ol>

		a. Password reset link will be sent to the corresponding channel (via SMS or email)
<b>2. Chat list</b>		
No.	User story	Features/ function description
1	As a registered user, I want to see my user chat conversation list	<ol style="list-style-type: none"> <li>User would be able to access the chat list from the chat page, with the following features available: <ol style="list-style-type: none"> <li>Descending order of chat list starting from the most recent</li> <li>Pinned chat overrides list and put on top of the list</li> <li>Each chat header shows short preview of the last message being sent / received <ol style="list-style-type: none"> <li>Clicking any part of the chat will open the conversation page</li> </ol> </li> <li>Options to pin, mute, archive, and delete chat available</li> <li>A button to initiate a new chat <ol style="list-style-type: none"> <li>Clicking it will prompt the user to choose another user / group of users to chat with or Sahabat-AI <ol style="list-style-type: none"> <li>If there is no existing chat history with chosen user / group, initiate a new chat</li> <li>If there is existing chat history with chosen user / group, redirect to that chat page</li> </ol> </li> </ol> </li> <li>A universal search bar, typed text will initiate search of similar text in chat or file name both in user chat and Sahabat-AI. Chat or file name preview will be shown <ol style="list-style-type: none"> <li>Clicking the corresponding preview will redirect user to the chat page containing the text or the file</li> <li>Show "No results" for empty state</li> <li>Show "Results updating" for indexing or loading state</li> </ol> </li> </ol> </li> </ol>
<b>3. 1-to-1 User Chat</b>		
No.	User story	Features/ function description
1	As a registered user, I want to send messages to other users with text and rich media	<ol style="list-style-type: none"> <li>In the conversation page between users, default message is set to text-based</li> <li>Several options will be available to enable rich media format message: <ol style="list-style-type: none"> <li>Images (predefined format and size)</li> <li>Video (predefined format and size)</li> <li>Files (predefined format and size)</li> <li>Voice notes (predefined format and size)</li> </ol> </li> </ol>



		<ol style="list-style-type: none"> <li>3. For each message sent / received, options are available for the following functionalities: <ol style="list-style-type: none"> <li>a. Reply</li> <li>b. Edit</li> <li>c. Delete (with duration limitation after seen by chat recipient)</li> <li>d. Forward</li> <li>e. Copy</li> <li>f. Multi-select for above functions</li> <li>g. Read receipts (if toggled on by user and / or recipient)</li> </ol> </li> <li>4. A search function is available to search previous messages or shared files containing similar text within the same chat thread</li> </ol>
2	As a registered user, I want to use the chat functionality when network is unstable	<ol style="list-style-type: none"> <li>1. On transient failure of sending chat message, conduct auto-reply 3x with 2s, 4s, and 8s backoff. If it still fails, manual toggle for retry will be shown to user</li> <li>2. In offline condition, typed message will be saved as draft and auto-sends when back online</li> </ol>

#### 4. Group Chat

No.	User story	Features/ function description
1	As a registered user, I want to create a group chat and jump into conversations	<ol style="list-style-type: none"> <li>1. Group chat will be created when adding multiple chat recipients when initiating a chat</li> <li>2. Group creator will have the role of owner by default <ol style="list-style-type: none"> <li>a. Owners may reconfigure each group member roles to either admin or member</li> <li>b. Owners may always add or remove group members</li> <li>c. Owners may change the group chat icon and name</li> </ol> </li> <li>3. Chat recipients will have the role of member by default <ol style="list-style-type: none"> <li>a. Members do not have any configuration privilege</li> </ol> </li> <li>4. Admin roles can be granted by an owner or other admins: <ol style="list-style-type: none"> <li>a. Admins may grant admin roles to other users with member roles</li> <li>b. Admins may always add or remove group members</li> </ol> </li> <li>5. Similar functions on sharing rich media format message, per-message functions, and search based on 1-to-1 user chat applies</li> </ol>

#### 5. Sahabat-AI Chat

No.	User story	Features/ function description
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1	As a user, I want to use Sahabat-AI chat with clear usage limitation	<p>Scenarios:</p> <p><b>Guest user</b></p> <ol style="list-style-type: none"> <li>AI chat function will default to xxx model, with indication of model being used in the chat page itself <ol style="list-style-type: none"> <li>Limited number of queries – 3 prompts per day (show counter of remaining chats available)</li> <li>Response will only be in the form of plain text</li> <li>No AI chat history is available</li> <li>No model selection is available</li> <li>Not able to access the user-to-user chat feature (prompt for registration)</li> <li>Prompt for user to register once remaining guest queries are used up</li> <li>If connection becomes offline, show offline state and prompt to retry connection</li> </ol> </li> </ol> <p><b>Registered, free user</b></p> <ol style="list-style-type: none"> <li>AI chat function will default to xxx model, with indication of model being used in the chat page itself <ol style="list-style-type: none"> <li>Limited number of queries – xx prompts per day (show counter of remaining chats available)</li> <li>Response can be in rich content format (if LLM supports it)</li> <li>AI chat history is available</li> <li>Prompt for user to upgrade to premium once remaining free user queries are used up</li> <li>If connection becomes offline, show offline state and prompt to retry connection</li> <li>Model selection is limited to xxx. The model selection should be remembered per chat thread and reapplies in the next message sent</li> </ol> </li> </ol> <p><b>Registered, paid user</b></p> <ol style="list-style-type: none"> <li>AI chat function will default to xxx model, with indication of model being used in the chat page itself <ol style="list-style-type: none"> <li>Limited number of queries – xx prompts per day (show counter of remaining chats available)</li> <li>Response can be in rich content format (if LLM supports it)</li> <li>AI chat history is available</li> <li>If connection becomes offline, show offline state and prompt to retry connection</li> <li>Model selection is unlocked for all models (xxx). The model selection should be remembered per chat thread and reapplies in the next message sent</li> </ol> </li> </ol>
2	As a user, I want to see proper handling of	<ol style="list-style-type: none"> <li>Show “Sahabat-AI is thinking” when response is being processed</li> </ol>

	latency or failing AI response	<ol style="list-style-type: none"> <li>If there is no token being generated by 5s, show “Still thinking”</li> <li>Implement hard timeout by 30s, in this case show toggle to user to retry</li> </ol>
<b>6. Chat search function</b>		
No.	User story	Features/ function description
1	As a user, I want to find a specific content on my Sahabat-AI chat history	<ol style="list-style-type: none"> <li>A search bar is available on the Sahabat-AI chat page. A universal search bar, typed text will initiate search of similar text in chat or file name both in user chat and Sahabat-AI. Chat or file name preview will be shown. <ol style="list-style-type: none"> <li>Clicking the corresponding preview will redirect user to the chat page containing the text or the file</li> <li>Show “No results” for empty state</li> <li>Show “Results updating” for indexing or loading state</li> </ol> </li> </ol>
<b>7. App General settings</b>		
No.	User story	Features/ function description
1	As a user, I want to toggle the settings applicable for my app usage	<ol style="list-style-type: none"> <li>The following settings should be available in the app for users to configure <ol style="list-style-type: none"> <li>User account details (Phone number, Email, Password, etc.)</li> <li>Subscription status &amp; expiry</li> <li>Notifications</li> <li>Privacy &amp; security (clear history, training opt-out, etc.)</li> <li>User help &amp; FAQ</li> <li>Default model picker (for registered and / or paid users)</li> </ol> </li> </ol>
<b>8. Subscription flow</b>		
No.	User story	Features/ function description
1.	As a free user, I want to access the upgrade path and become a premium user	<ol style="list-style-type: none"> <li>In both user chat and Sahabat-AI chat interfaces, an indication showing that the user is in either the free or premium tier should be shown</li> </ol> <p><b>Scenario:</b> Registered, free user:</p> <ol style="list-style-type: none"> <li>An entrypoint to plan upgrade screen should be available in both user chat and Sahabat-AI chat interfaces. Clicking the entrypoint should redirect user to the plan upgrade screen</li> <li>Plan upgrade screen contains the following information: <ol style="list-style-type: none"> <li>USP of paid upgrade</li> <li>Price</li> <li>Available payment methods</li> <li>Proceed to payment button</li> </ol> </li> </ol>

		<ol style="list-style-type: none"> <li>3. Proceeding to payment will direct user to a billing page, containing the following: <ol style="list-style-type: none"> <li>a. Expected subscription period</li> <li>b. Payment method selection</li> <li>c. Payable amount (with / without tax)</li> </ol> </li> <li>4. Successful payment will direct user to a payment successful page. Returning user to chat or Sahabat-AI interfaces will automatically indicate the user that the account has been upgrade to premium tier. <ol style="list-style-type: none"> <li>a. Invoice will be sent to customer email</li> </ol> </li> </ol>
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### PRIORITY & TIMELINE

Please put the reasonable delivery timeline, targeting at W4 December 2025.

- High Priority ☒
- Medium Priority ☐
- Low Priority ☐