**Non-Functional Requirements**

**Requirement 1: Performance**

**1.1 Response time:**

Application should have an average response time of no more than 2 seconds for user interactions.

**1.2 Throughput:**

Application should support 100 to 1000 requests per second.

**1.3 Scalability:**

Application should be able to handle a minimum of 1000 concurrent users without noticeable drop in performance.

**1.4 Reliability:**

Recovery time should be 15 to 30 minutes for common failures.

**Requirement 2: Usability**

**2.1 User interface:**

The mobile app is designed to be easy to use, providing a great experience for users. with a focus on intuitive design and smooth navigation, interacting with the app feels effortless, every detail is carefully crafted to ensure users enjoy using the app every time.

**Requirement 3: Security**

**3.1 Authentication:**

User authentication must be secure and support multi-factor authentication by using phone number or email for user accounts to ensure safety.

**3.2 Authorization:**

Access to different services and features must be controlled based on user roles to ensure that each user has access to the allowed services only.

**3.3 Data integrity:**

Maintain integrity of user data by ensuring the accuracy, consistency, and reliability of data in the system.

**Requirement 4: Maintainability**

**4.1 Modularity:**

Modularity should be taken into consideration when building the system architecture, for ease in updates and additions to the code.

**4.2 Documentation:**

Comprehensive documentation is needed to ensure ease of future development.