**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: (Check the average of other similar website; applications)**

Application should support a minimum of 400 transactions per minute.

**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 also based on other applications)

**Requirement 2: Usability**

**2.1 User interface:**

User interface should be easy to understand, user-friendly (separate interface for each different type of user), and accessible,

(Mobile Application to inc usability and be more usable for the user ensuring that users have a great experience.)

**Requirement 3: Security**

**3.1 Authentication:**

User authentication must be secure and support multi-factor authentication for user accounts to ensure safety. (Optional phone number or Email and add this info in the functional requirements).

**3.2 Authorization:**

Access to different services and features has to 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 (we will adopt the service oriented architecture to achieve modularity).

**4.2 Code maintainability: (Delete)**

Coding standards should be followed to improve readability and ensure easier maintenance in the future.

**4.3 Documentation:**

Comprehensive documentation is needed to ensure ease of future development.

**Requirement 5: Monitoring**

**5.1 Performance monitoring: (Delete)**

track system performance over time, to help identify potential bottlenecks and areas for improvement.