further specialized functions. While a communication system for a medical system may have different associated functions for event triggers such as “schedule an appointment”, “get test results”, and “refill a prescription”, a device support system can have functions for alternative categories such as “get operating instructions”, “request warranty repairs”, “speak with a technician”, or “get troubleshooting assistance”. Each of these events, when identified using a trigger template in a two-way communication session, can be used to call a serverless function from a cloud-based FaaS system. The use of such a serverless system allows the communication management system to dynamically allocate resources based on a system load that can vary dramatically over time. Additionally, by configuring serverless function templates in a FaaS system, updates to available functions can be made in the FaaS cloud by updating cloud-based templates while the two-way communication system operates, allowing updated functions to be accessed when ready via the cloud, rather than dealing with in-system updates.

[0008] According to a first aspect of the present disclosure, there is provided a computer-implemented method including: accessing a template configured to execute a response based on an event; facilitating a two-way communication session with a user device; processing data of the two-way communication session to identify an event trigger corresponding to the template; requesting execution of a serverless cloud-based function associated with the event trigger; and integrating one or more outputs of the serverless cloud-based function associated with the event trigger into the two-way communication session.

[0008a] According to a second aspect of the present disclosure, there is provided a system including: a memory; and one or more processors coupled to the memory and configured to perform operations including: accessing a template configured to execute a response based on an event; facilitating a two-way communication session with a user device; processing data of the two-way communication session to identify an event trigger corresponding to the template; requesting execution of a serverless cloud-based function associated with the event trigger; and integrating one or more outputs of the serverless cloud-based function associated with the event trigger into the two-way communication session.

[0008b] According to a third aspect of the present disclosure, there is provided a non-transitory computer readable medium including instructions that, when executed by one or more processors of a device, cause the device to perform operations including: accessing a template configured to execute a response based on an event; facilitating a two-way communication session with a user device; processing data of the two-way communication session to identify an event trigger corresponding to the template; requesting execution of a serverless cloud-based function associated with the event trigger; and integrating one or more outputs of the serverless cloud-based function associated with the event trigger into the two-way communication session.**[0009]** Additional examples include systems, devices, computer readable media, as well as other implementations described herein. The foregoing, together with other features and embodiments, will become more apparent upon referring to the following specification, claims, and accompanying drawings.

BRIEF DESCRIPTION OF THE DRAWINGS

[0010] The present disclosure is described in conjunction with the appended Figures:

[0011] FIG. 1A shows an example embodiment of a communication system in accordance with some aspects of the present technology;