

CLAIMS

WHAT IS CLAIMED IS:

1. A computer-implemented method comprising:
 - 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.
2. The computer-implemented method of claim 1, further comprising:
 - terminating execution of the serverless cloud-based function based on a termination of the two-way communication session.
3. The computer-implemented method of claim 1, further comprising:
 - processing data of the two-way communication session to identify a function termination trigger corresponding to the serverless cloud-based function; and
 - terminating the serverless cloud-based function based on the function termination trigger.
4. The computer-implemented method of claim 1, wherein requesting the serverless cloud-based function includes transmitting code associated with the serverless cloud-based function, wherein when the code is received at a serverless provider, the serverless provider executes the code to generate the one or more outputs of the serverless cloud-based function.
5. The computer-implemented method of claim 1, wherein requesting the serverless cloud-based function associated with the event trigger further comprises:

transmitting a request, wherein when the request is received at a function-as-a-service platform, the function-as-a-service platform generates the one or more outputs.

6. The computer-implemented method of claim 1, wherein the template includes contact center data for a contact center associated with the two-way communication session and a terminal device associated with an agent.

7. The computer-implemented method of claim 1, further comprising:
receiving configuration settings associated with a client system, the configuration settings selecting one or more templates including the template and one or more event triggers corresponding to the one or more templates; and
automatically associating the one or more templates with two-way communication sessions associated with the client system.

8. The computer-implemented method of claim 1, further comprising:
facilitating connection of the user device to a terminal device associated with an agent, wherein the event trigger is communication data indicating a switch from an automated agent to a human agent, and wherein the one or more outputs indicate the agent and the terminal device.

9. A system comprising:
a memory; and
one or more processors coupled to the memory and configured to perform operations comprising:
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.

10. The system of claim 9, further comprising:
terminating execution of the serverless cloud-based function based on a termination of the two-way communication session.
11. The system of claim 9, further comprising:
processing data of the two-way communication session to identify a function termination trigger corresponding to the serverless cloud-based function; and
terminating the serverless cloud-based function based on the function termination trigger.
12. The system of claim 9, wherein requesting the serverless cloud-based function includes transmitting code associated with the serverless cloud-based function, wherein when the code is received at a serverless provider, the serverless provider executes the code to generate the one or more outputs of the serverless cloud-based function.
13. The system of claim 9, wherein requesting the serverless cloud-based function associated with the event trigger further comprises:
transmitting a request, wherein when the request is received at a function-as-a-service platform, the function-as-a-service platform generates the one or more outputs.
14. The system of claim 9, wherein the template includes contact center data for a contact center associated with the two-way communication session and a terminal device associated with an agent.
15. The system of claim 9, further comprising:
receiving configuration settings associated with a client system, the configuration settings selecting one or more templates including the template and one or more event triggers corresponding to the one or more templates; and
automatically associating the one or more templates with two-way communication sessions associated with the client system.

16. The system of claim 9, further comprising:
facilitating connection of the user device to a terminal device associated with an agent,
wherein the event trigger is communication data indicating a switch from an automated agent to
a human agent, and wherein the one or more outputs indicate the agent and the terminal device.
17. A non-transitory computer readable medium comprising instructions that, when executed
by one or more processors of a device, cause the device to perform operations comprising:
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.
18. The non-transitory computer readable medium of claim 17, wherein the instructions
further cause the device to perform operations comprising:
terminating execution of the serverless cloud-based function based on a termination of
the two-way communication session.
19. The non-transitory computer readable medium of claim 17, wherein the instructions
further cause the device to perform operations comprising:
processing data of the two-way communication session to identify a function termination
trigger corresponding to the serverless cloud-based function; and
terminating the serverless cloud-based function based on the function termination trigger.
20. The non-transitory computer readable medium of claim 17, wherein requesting the
serverless cloud-based function includes transmitting code associated with the serverless cloud-
based function, wherein when the code is received at a serverless provider, the serverless

provider executes the code to generate the one or more outputs of the serverless cloud-based function.