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(54) Title: FUNCTION-AS-A-SERVICE CLOUD CHATBOT FOR TWO-WAY COMMUNICATION SYSTEMS

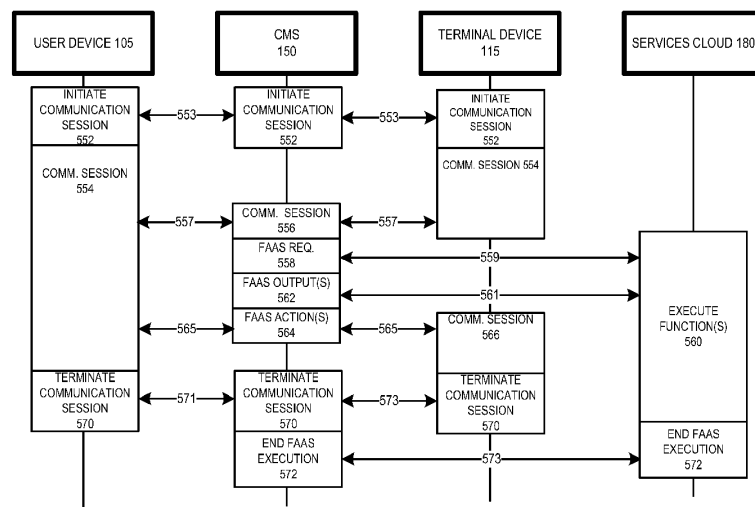


FIG. 5B

(57) Abstract: The present disclosure relates generally to systems and methods for facilitating two-way communication sessions using serverless cloud-based functions configured in a function-as-a-service (FaaS) system. One example includes accessing a template configured to execute a response based on an event, facilitating a two-way communication session with a user device, and processing data of the two-way communication session to identify an event trigger corresponding to the template. Execution of a serverless cloud-based function associated with the event trigger is requested, and one or more outputs of the serverless cloud-based function associated with the event trigger are integrated into the two-way communication session.

[Continued on next page]

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