**Resources:**

Read the following CBC article and watch the videos:

* <https://www.cbc.ca/news/canada/toronto/hsbc-introduces-pepper-the-robot-promising-fun-efficiency-and-job-growth-1.5261812>
* <https://www.bnnbloomberg.ca/technology/video/hsbc-branch-in-toronto-debuts-pepper-the-robot~1766043>
* <https://www.bttoronto.ca/videos/hsbcs-new-banking-robot/>

**Questions:**

Answer the following questions using the resources listed above. Submit your answers to GitHub.

1. Who is Pepper?
   1. Who does Pepper work for?

Pepper works for HSBC

* 1. What can Pepper do?

Pepper answers simple questions that a customer may have, allowing the tellers and bankers to focus on their job instead of having to deal with simple questions. It also helps people in directing them to where they need to be if they have a simple task. Such as getting money out of your account.

1. How is Pepper expected to help HSBC?
   1. List some general expectations.

Pepper is expected to answer simple questions that a customer may have. If said customer has a question that is more suited for a person to answer, then pepper is expected to show said customer the way to get that person to help them. (Booking appointment for future date, where in the building you can find them.)

* 1. Provide a specific example.

Allow customers to know where what is.

1. How is Pepper and example of Artificial Intelligence? (Google Artificial Intelligence for a   
   definition of AI.)

An AI thinks and acts for itself. It many aspects they are similar to robots but I believe that pepper is an AI. Since it can think and act for itself.

1. Why are some people concerned that AIs like Pepper will take away jobs from humans?
   1. List some general concerns.

Take the jobs of bank tellers and no humans will work banks.

* 1. Provide a specific example of a human job at HSBC that could be replaced by Pepper.

Help center, depositor.

1. Why do some people say that AIs like Pepper will create better jobs for humans?
   1. Provide an example where Pepper may actually create more human jobs at HSBC.

More accountants or safe keepers.

* 1. Provide an example where Pepper may make jobs at HSBC more rewarding for humans.

The humans now get t focus what they are paid to do, such as accounting or managing money. Not answering many small questions. Like where the atm is how a card works making appointments etc.

1. Who do you believe, the people who say AIs will take away jobs or the people that say AIs will create better jobs? Justify your answer with specific examples.

I believe the people that say that AI will make better jobs because we will have the help of computers and they will take on the brunt of the work while humans will be able to do their jobs better with less people to deal with.