**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 is an AI robot that works for HSBC Bank to greet people.

* 1. What can Pepper do?

Pepper is used to gather attention for the bank and to answer questions passerby’s may have. It can also book appointments with bankers, offer information about products and services, give the weather forecast and dance.

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

Pepper is expected to elevate employees and excite customers.

* 1. Provide a specific example.

Pepper makes human-like gestures and can track faces while it interacts with customers showing traits of being a human and therefore bringing in the attention of people.

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

The definition of Artificial Intelligence is “the simulation of human intelligence processes by machines”. This is true while being compared to pepper, because pepper is known to make gestures that are human like or track the faces of individuals.

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

A general concern with robots is that they take away jobs from workers since, it answers simple questions for you.

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

A human job that could be replaced is a greeter since the main point of pepper to greet people at the entrance.

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.

Pepper may create new jobs where pepper and people might need to work together to complete tasks.

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

Humans can get pepper to do simpler jobs so that employees can focus on what they wer hired for and not what they are too experienced for.

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.

AIs will eventually take over the majority of jobs eventually since most jobs are easy enough for AI to complete such as factory jobs for creating a majority of items.