**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?
      1. HSBC Bank
   2. What can Pepper do?
      1. It can book appointment
      2. Offer info about products and services
      3. Dance
      4. Weather forecast
2. How is Pepper expected to help HSBC?
   1. List some general expectations.
      1. It would take out the simple tasks of asking simple questions and it would do some other banking related things that would allow bankers do what they do best.
   2. Provide a specific example.
      1. View bank account
      2. Ask info
      3. Create less of a lineup
3. How is Pepper and example of Artificial Intelligence? (Google Artificial Intelligence for a   
   definition of AI.)
   1. It can answer simple question which requires some sort of intelligence so if pepper wasn’t an AI it would not be able to answer questions.
4. Why are some people concerned that AIs like Pepper will take away jobs from humans?
   1. List some general concerns.
      1. Decrease in jobs
      2. Decrease in dedications
      3. Worry of malfunction
   2. Provide a specific example of a human job at HSBC that could be replaced by Pepper.
      1. Accountants could be replaced since they do those simple tasks and tend to customers.
5. 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.
      1. Since Pepper is handling customer’s simple questions the bank can invest in more diverse jobs that wouldn’t been possible if Pepper didn’t exist such as a predictor that predicts state of bank accounts and other things through mathematical calculations.
   2. Provide an example where Pepper may make jobs at HSBC more rewarding for humans.
      1. Since employees had to answer simple questions to customer’s it would’ve gotten annoying and so with that taken customer’s will come in with more info and banker’s can have a successful session with their customer.
6. 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.
   1. I believe AI’s will give more job opportunities because I believe we are not that ignorant to make robots to replace more complex jobs and with simple tasks taken care of we have more time and money to invest in more unique jobs just like I stated in 5.a) a predictor to predict the state of bank accounts and other things. These types of jobs will rise in the near future we just have to make sure not to create robots for complex tasks.