**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?

**HSBC BANK**

* 1. What can Pepper do?

**Pepper welcomes people into the bank and increases foot traffic. Pepper also answer basic questions that doesn’t require an employee to answer.**

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

**Answer basic questions freeing up employees**

* 1. Provide a specific example.

**Pepper has upped ATM usage by 10 percent.**

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

**Can give a response to certain questions no matter how they are worded.**

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

**Pepper can analyse data and give a response based on the data given to it.**

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

**A Banker. Pepper would take the data the customer is giving to them and compute a response based on what the customer told them.**

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 being more of a guide than a worker can help route people places, as well as creating foot traffic**

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

**Pepper bringing a large amount of people in and guiding people to where they can open accounts, make withdrawals and deposits. Since there is more foot traffic being directed to human employees the bank might need to hire more workers.**

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.

**It’s whatever, I believe AI’s will ultimately take away jobs. That doesn’t matter though if AI’s are able to replace all jobs, humans don’t have to work, being lazy by nature we’ll find a way for them to replace all jobs. Then the problem becomes money, if there aren’t jobs there isn’t anyway to justify paying someone. If no one is getting paid, then most likely we’ll have to find a way distribute food rations and give a fixed amount of cash to everyone every month or so. This completely throws off the economy and now everyone’s making the same amount of money, and then I really don’t know what happens. But either way AI taking peoples jobs is bound to happen although it’s not a good thing.**