**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 artificially intelligent robot who is located at HSBC.

* 1. What can Pepper do?

Pepper has programmed commands which involves simple questions about HSBC and banking. He is also programmed to dance when commanded.

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

He is going to eliminate the purpose of asking simple questions to people. This will reduce the work load for the bank and will let the workers focus on other important tasks.

* 1. Provide a specific example.

Pepper is a good informant in HSBC branches. In an interview, an HSBC worker stated that Pepper can answer questions about credit cards, savings, accounts, mortgages, etc.

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

A lady in the video said that Pepper had human qualities and interactions along with the sense from his sensors as we see Pepper looking at someone while walking and following them with his sense.

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

Pepper is beginning to do minor parts of a consultant’s job and has reduced the work. However, people are concerned that eventually AIs will develop and be more advanced to which point they take over jobs overall.

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

Consultant’s.

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 possibly actually create more human jobs at HSBC which involve technology. HSBC may need people who work with technology and technology consultants to help further produce Pepper so he can be in many more branches at HSBC.

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

Pepper make jobs easier for humans. Pepper can take some of the workload from the human jobs and take it upon himself making the humans job easier.

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 AIs will take away jobs rather then creating better jobs for a few reasons. One being AIs are already lessening the workload of human jobs. While this may seem to be good, if there were more advanced AIs which had the capabilities of a human worker, then they would take away these jobs. Also, AIs continue to advance, people are worried that human jobs may become obsolete and AIs will take over.