**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 can answer simple questions, book appointments, and offer information about services.

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

The bank thinks that pepper is going to be a revelation when it comes to efficiency, customer service, and job growth.

* 1. Provide a specific example.

Pepper will bring more people to their bank because it is almost like an attraction where people want to try it out. Also if people have simple questions, they won’t have to wait in line to ask the employee the question since the robot will be able to answer it.

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

Pepper is an example of artificial intelligence because it can do things that would usually require a human to do such as booking appointments and answering questions people have.

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

People are worried that robots will take over jobs that were previously done by humans since it would be cheaper to have a robot do human tasks than a human doing them since you don’t have to pay a robot. Right now robots aren’t advanced enough to take over human jobs but soon they will be and this will reduce the amount of jobs people can apply for.

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

A human could instead be in place of pepper answering questions people have and booking appointments but that would cost more to the employer.

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.

Because if the robots take care of simple things, humans can do jobs that are more advanced and robots cant do yet.

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

It would be more rewarding since the employees will have less customers to attend to since the robot will answer questions people have meaning that they will be getting payed the same as they were before but doing less work.

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 AIs will take away jobs since already we see robots such as pepper doing things that might have required a human before. This will be bad since more people will be unemployed and people will lose jobs.