**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. Pepper works for HSBC
   2. What can Pepper do?
      1. Book appointments with bankers, offer information about services, give weather forecasts and even dance.
2. How is Pepper expected to help HSBC?
   1. List some general expectations.
      1. Pepper is expected to provide better efficiency, customer service, and job growth.
   2. Provide a specific example.
      1. Pepper, can help remove human error in the workplace to smooth things over.
3. How is Pepper and example of Artificial Intelligence? (Google Artificial Intelligence for a   
   definition of AI.)
   1. Pepper is an example of artificial intelligence, since artificial intelligence is supposed to simulate human intelligence and actions. Peppers concept and purpose to simulate human intelligence and provide assistance to people, which is practically simulating human action.
4. Why are some people concerned that AIs like Pepper will take away jobs from humans?
   1. List some general concerns.
      1. Quicker than Humans
      2. Makes less mistakes than humans.
      3. Provides an easier time, when it comes to language barriers.
   2. Provide a specific example of a human job at HSBC that could be replaced by Pepper.
      1. Pepper could replace data based jobs, since an AI removes the human error factor of a data job.
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. It’ll get rid of more mundane jobs, allowing people to aim higher, and the need for other higher thinking jobs will increase.
   2. Provide an example where Pepper may make jobs at HSBC more rewarding for humans.
      1. Jobs will be higher rewarding since all the mundane jobs have now been replaced by Pepper, so people will be able to aim for jobs that allow them to be paid more, or they may earn more recognition.
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. Both parties are correct, since pepper will take away the mundane, and more data orientated jobs, but because of these new opportunities for more exciting and fun jobs that require a thinking human brain will start to appear on the job market, allowing people to find new possibilities in their lives.