**eFloor-E Greetings Requirements**

Part 1 – Brainstorm greetings

*Brainstorm some actions that Floor-E might need to do to greet a customer. These actions may be verbal or physical.*

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| Floor-E can wave their hands(if they have any) and display a smiling face for the greeting.  Floor-E can say ‘Hi, good’ + morning/afternoon/evening depends on the current time+ ‘welcome to the’ + store name.  Floor-E can display a map of the store or the search bar to allow customers to find the product of their choice. |

Part 2 – Safety considerations

*You have been tasked with programming a customer greeting. Floor-E will greet customers by waving, saying hello, and shaking your hand.*

*What are some of the features that will be required to make this a safe, accessible interaction for customers of all backgrounds? Considerations can include material of robot, languages, accessibility, safety measures etc.*

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| After the Covid-19 outbreak, people tend not to like to shake hands with others anymore. Also, shaking hands between a person and the Floor-E can cause damage to the hardware, which can cause the breakdown of the whole system eventually. Therefore, shaking hands should be strictly disallowed for Floor-E.  Also, Floor-E could have a sanitiser on its side or top so that customers can sanitise their hands after touching the screen of Floor-E.  Floor-E should avoid physical connection with the customers if it is not essential because of safety issues. |

Part 3 – Privacy & ethics for facial recognition

*Your team is considering implementing facial recognition technology into Floor-E for identification and security purposes.*

*For example, people who frequently come to the branch will receive a personalised greeting from Floor-E, as well as recognising known offenders. What are some privacy and ethical implications that we should consider when it comes to facial recognition technology?*

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| Facial recognition can bring lots of benefits to the store, but storing facial data in the store's database can cause ethical/legal issues since this is private personal data.  This data is advised to be collected with the customer's consent for the first time.  Also, the store should manage, supervise, and update its database's security regularly to prevent malicious attacks trying to exploit the essential data. |