**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 a robot that works for HSBC as a greeter.

* 1. What can Pepper do?

Pepper is used to get the attention of people that go near the bank and answer the questions that people ask it. Pepper can also book appointments.

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

Pepper is expected to lighten the load on the workers of HSBC and bring more customers to help the company prosper.

* 1. Provide a specific example.

Pepper has reduced wait time from 4 minutes to one on average.

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

Pepper is an example of artificial intelligence because it can perform tasks that are usually handled by the tellers and would be considered human actions such as dancing and the ability to recognise speech.

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

Automation is already in use and takes jobs from currently working humans. Ax expert on the topic said that in data handling jobs such as the ones tellers do AIs are likely to take over.

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

The job of Teller could be replaced by pepper because it can take in speech and respond to it as tellers do. If there are greeters at these banks their jobs would also be taken.

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 can make jobs for handling the tasks that robots can’t handle and maintenance and repair jobs for these robots.

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

Pepper can cheer up the employees with the fun things it does and pepper can also take away most of the monotonous tasks from humans and give them better types of tasks to do.

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.

AIs will take away jobs in factories and jobs such as tellers and jobs that don’t require much nuance however, jobs in maintenance will be created. These jobs will not be in enough quality to replace those lost though.