**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 works at the bank company HSBC.

* 1. What can Pepper do?

Pepper works as a guide to those who are confused and would questions, instead of people wasting the receptionists time with questions, they can go to Pepper to discover information on most subjects necessary for banking.

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

* Cause less time wasted with the receptionists on questions
* Can be a form of entertainment to children
* Creates and interactive way of asking questions and giving factually correct information with little to no errors
  1. Provide a specific example.

In the images located within the resources sent, there are a list of question able to asked towards the robot, such as “Ask me about credit cards, Mobile banking, chequing and saving, etc.”

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

Due to the robot detecting sounds and inputs from the tablet on it’s chest in order to produce a response to the customer

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

* Automation is a problem, since many jobs which people work at currently are jobs that could easily be automated, some of these jobs include
* Receptionist jobs replaced by robots which can understand inputs of text, audio, or visuals
* Driver jobs replaced by automated vehicles
  1. Provide a specific example of a human job at HSBC that could be replaced by Pepper.
* Receptionists
* Drivers/Delivery Workers
* Money being taken in/out from the bank being jobs taken by robotic beings

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.

* Programming and repairing robots
  1. Provide an example where Pepper may make jobs at HSBC more rewarding for humans.
* Allow more people to work on things they may enjoy compared to labour or receptionist jobs

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

* The people who say AIs will create better jobs, it seems very likely that programming and building technology is the future and it seems that AIs will create multiple jobs