**Floor-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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| \*waves hand\*  “Welcome! How can I help you?” that can be followed up by a Customer Service Rep or they can choose options on the screen on the robot  \*shakes hand\* |

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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| I don’t think shaking hands is a good idea to be honest – some people may have OCD/ myophobia which prevents them from wanting to shake hands – perhaps can do the hand gesture but don’t need someone to touch the hand to proceed with instructions  Material: Use materials that are durable but most people aren’t allergic to e.g. don’t use latex gloves to cover for hygiene purposes, perhaps just use plastic to cover or clean the hands with alcohol gel (especially to prevent spreading from COVID right now)  Lightweight material – plastic or silicone in places that customers can contact eg. Hands, with a light aluminium core in other parts  Accessibility: Have a display screen showing the text robot is speaking on their torso – can be easily seen and helps those that are hard of hearing – also clean this screen frequently  Languages: Customises robot to speak this in multiple languages, if budget doesn’t allow perhaps just the main languages spoken in the country. The robot can detect different languages.  Safety: Pressure and contact sensors. Motion detection. |

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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| Have them accept terms and conditions in the beginning before using the facial recognition function of the robot (customer consent)  Incorrect matches for similar looking people eg. identical twins, racial bias for people of different races due to type of data AI is modelled upon eg. how iPhone X at first couldn’t differentiate between Chinese faces  Having data of people that aren’t bank customers  Users may be concerned about stored facial recognition data, need to reassure that it will be used for the bank only or show a disclaimer that the data may be shared with the police or other securities – customers will trust us when we are transparent about it.  It should be fair – the previous databases that the AI is modelled upon should not reinforce any kind of stereotype or bias, for example against the LGBTQI+ or BAME communities.  Provide QR code for those that have opted in on facial recognition to collect their opinions on the usefulness through a survey  I think we should employ facial detection instead of recognition mostly. Facial detection means that faces will be detected, whereas recognition matches a face to a name. Perhaps use facial detection but have recognition data stored for known criminals or suspects.  Have a dedicated AI team that monitors any anomalies in the data that may affect the facial recognition function, ensures that it is working properly and secured so it won’t be abused by hackers or leaked. |