**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?

Pepper is an artificial intelligence robot, that answers most questions answers by customers.

* 1. Who does Pepper work for?

Pepper works for a bank named HSBC in Canada and America.

* 1. What can Pepper do?

Pepper can answer basic questions about banking such as questions customers have about mortgages, your saving and chequing account.

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

Pepper Is expected to help, guide, answer any question a customer has at HSBC.

* 1. Provide a specific example.

For example, if I ask pepper where are the workers I would like to withdraw money? Pepper will take you where you need to go.

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

Pepper is an example for artificial intelligence because it simulates the same human intelligence and human actions.

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

Pepper will take some jobs away from humans but not all because it saves the bank a lot of money and they will probably make more AI’s, if Pepper is an success. Then they will cut down on employees. This is a great idea but it will cost a lot but it is basically an investment.

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

A human job that Pepper can take at HSBC is basic cashiers and the desk helping customers because Pepper can do that job in minutes compared to a human.

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.

HCBC will need to hire a team of many smart scientist, engineers, etc. So HSBC will need to hire a lot of people so they can have an AI like Pepper.

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

Ab example of where pepper takes jobs at HSBC is more rewarding for humans because it does all the boring stuff most employees complain about.

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.

I think that AI’s are taking people’s job because an AI can do a much better and quicker job then a human can. In one video, a machine separates red apples and green apples very quickly. If humans were doing the same job they would take 5-10 minutes to separate while a robot can do it in several seconds.