**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 for HSBC

* 1. What can Pepper do?

She can book appointments with bankers, offer information about products and services, give the weather forecast and she can even dance.

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

She is expected to help decrees the work load on the employees

* 1. Provide a specific example.

For example, the employees tend to forget some important information as the years progress but that’s where pepper comes in and fills that role

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

An AI is the simulation of human intelligence processes by machines, pepper is an example of this because she exhibits some human emotion and it feels like your talking to a human

1. Why are some people concerned that AIs like Pepper will take away jobs from humans?
   1. List some general concerns
   2. Provide a specific example of a human job at HSBC that could be replaced by Pepper.

The person that greets you at the door, A Cashier and a sales associate

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.
   2. Provide an example where Pepper may make jobs at HSBC more rewarding for humans.
2. 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 believe in both arguments they both have truth to them