**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?

**HSBC**

* 1. What can Pepper do?

**Book appointments with bankers, offer information about products and services, give the weather forecast and even dance. greets people, offer help to people tries to be friendly**

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

**ATM usage has risen by 10 per cent, which the bank attributes to the robot directing customers to the machines. The technology has also been credited with reducing average wait times from four minutes to one minute at one location.**

* 1. Provide a specific example.

**A banker and a receptionist**

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

**Pepper is an AI as he stimulates human emotions and actions**

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

**50% of general work will be taken over by AI’s**

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

**Receptionist and banker**

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.

**You need manufactures to create more robots like pepper so the jobs like that will increase and it also increases the jobs for technicians since they will have to fix the robots if they aren’t working properly**

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

**There will be less people working at banks so it will be rewarding because they would get paid more, for example when there were more workers the employees would get paid less since there were more workers, the Brightside to this is that since pepper is a robot it doesn’t need to be paid so there will be left over money**

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.

**In my opinion they could Because they can preform certain jobs that humans themselves can’t do**

**Faster reflexes and reactions like reaching higher places, banking and manufacturing.**