# LEARN WHAT PEPPER CAN DO, **FOR YOU**

# Welcome

Pepper is the world's first social humanoid robot able to recognize faces and basic human emotions. Pepper was optimized for human interaction and is able to engage with people through conversation and her touch screen.

Pepper is available today for businesses and schools. Over 2,000 companies around the world have adopted Pepper as an assistant to welcome, inform and guide visitors in an innovative way.

Standing 4ft/120cm tall, Pepper has no trouble in perceiving her environment and entering into a conversation when she sees a person.

The touch screen displays content to highlight messages and support speech.

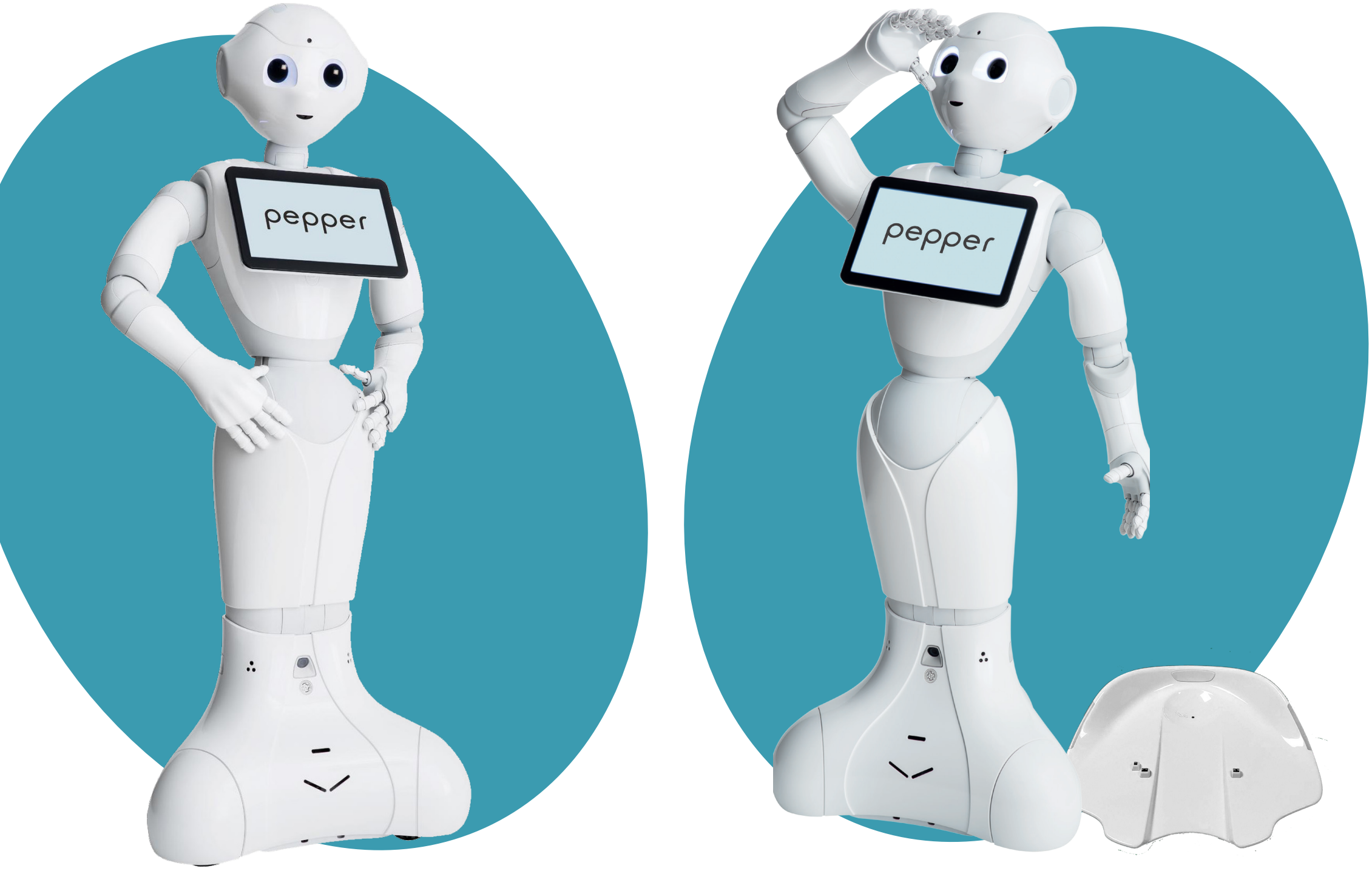
Her human shape ensures danger-free use and a high level of acceptance by users.

# PEPPER PRODUCT LINE

# 1. Choose Your Robot Model

Exclusively from RobotLAB, Pepper is offered in two options: **Pepper Premium** and **Pepper Premium+NAV**. The robots look the same, provide the same level of usability, engagement, and interaction, the same management platform, and both can serve even the most demanding business situations. The main difference is that Pepper Premium is designed for applications that require the robot to be stationary (like a receptionist) while the Pepper Premium + Nav allows the robot to be mobile. (as a tour guide for example)




## PEPPER PREMIUM

1x Pepper Robot, 1x charger, 1x battery. English language (speech and understanding) and 1-year warranty included.

## PEPPER PREMIUM + NAV

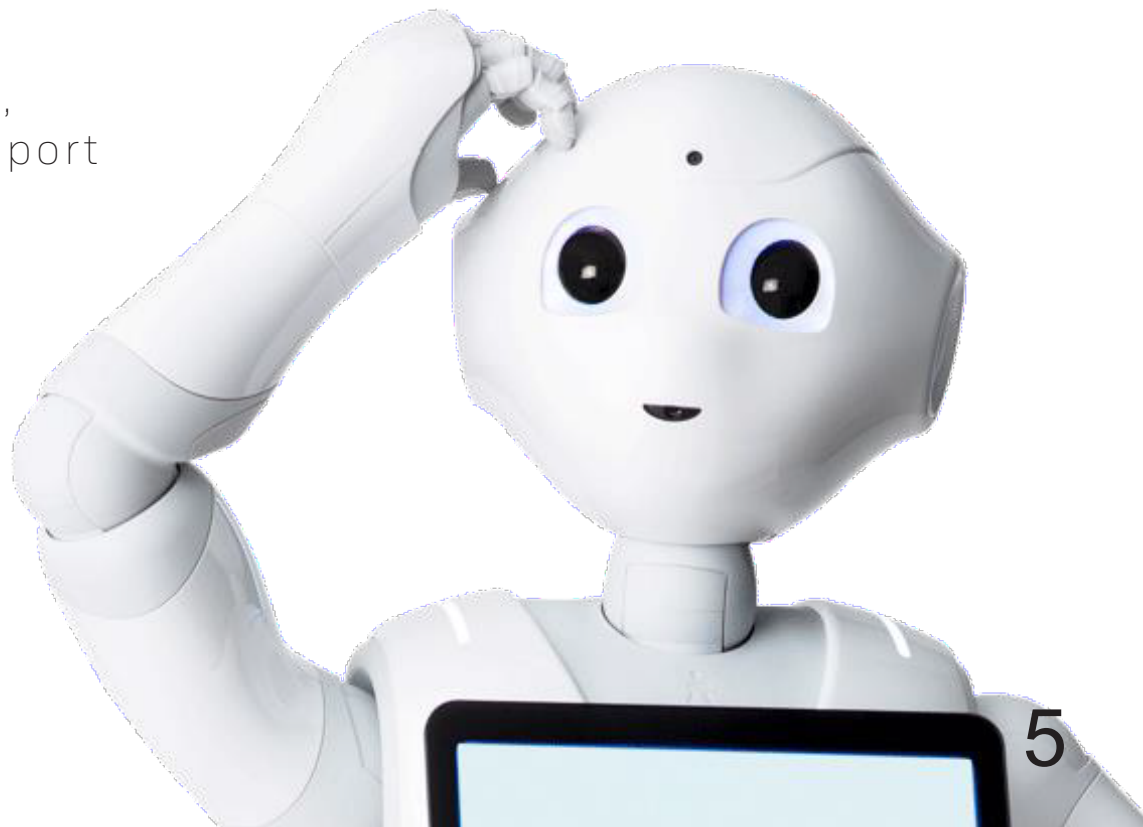
1x Pepper Robot with navigation capabilities (up to 300ft radius) 1 charger, 1 battery. English Language (speech understanding), charging station for autonomous docking 1-year Warranty.

# 2. Add Hands-Off Management

**LET OUR PROS MANAGE YOUR ROBOT**

Management hours are used for robot support, deployments, content development, troubleshooting, network support, swap robots, etc. Professional support provided by RobotLAB experts.

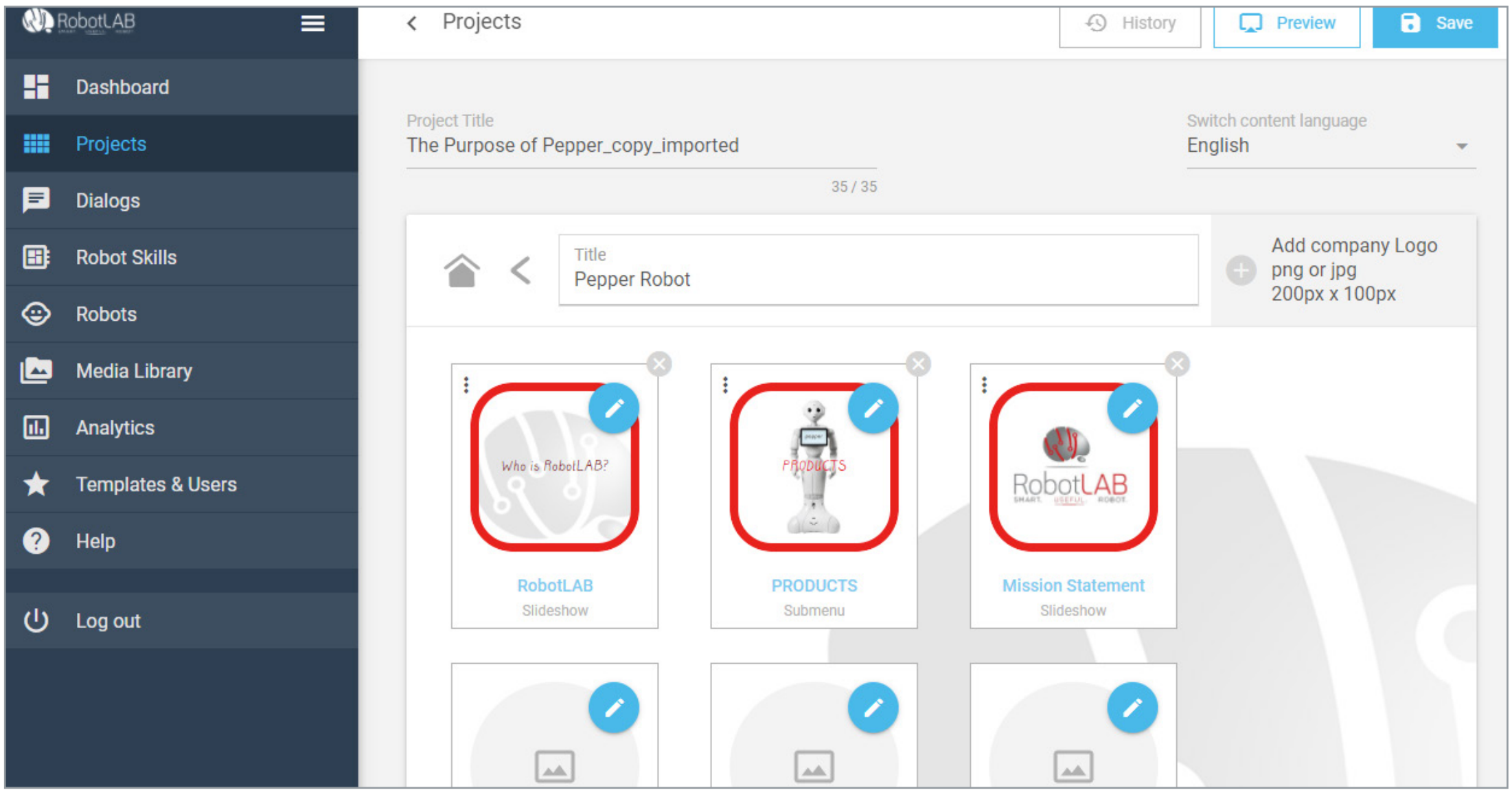
- ✓ 5 hours of professional services are included with every purchase!
- ✓ Additional hours of professional services can be purchased in bulks of, 10, 25, 50 or 100 hours. Allowing you to focus on running your business, and let our professionals manage your robot.



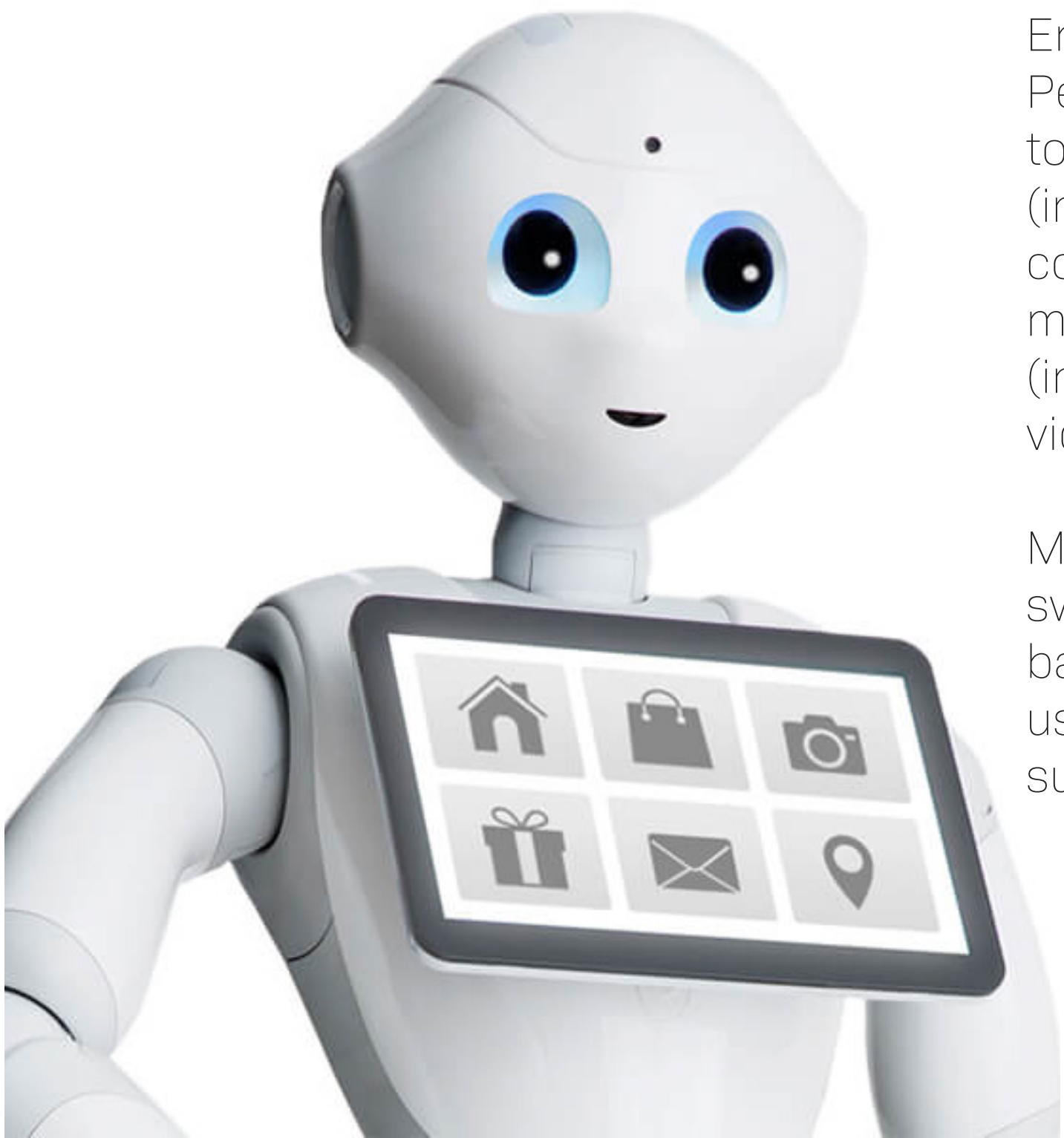
# 3. CHOOSE SKILLS FOR YOUR PEPPER

## ROBOT CONTROL SOFTWARE - BASE PACKAGE

Main software for Pepper Robot. This Content Management System enables Pepper to connect to the cloud, provides account management, assigns skills to robots, creates and allocates menus, manages integrations and content and complete backup.



# ROBOTLAB SKILLS - PRESENTATION

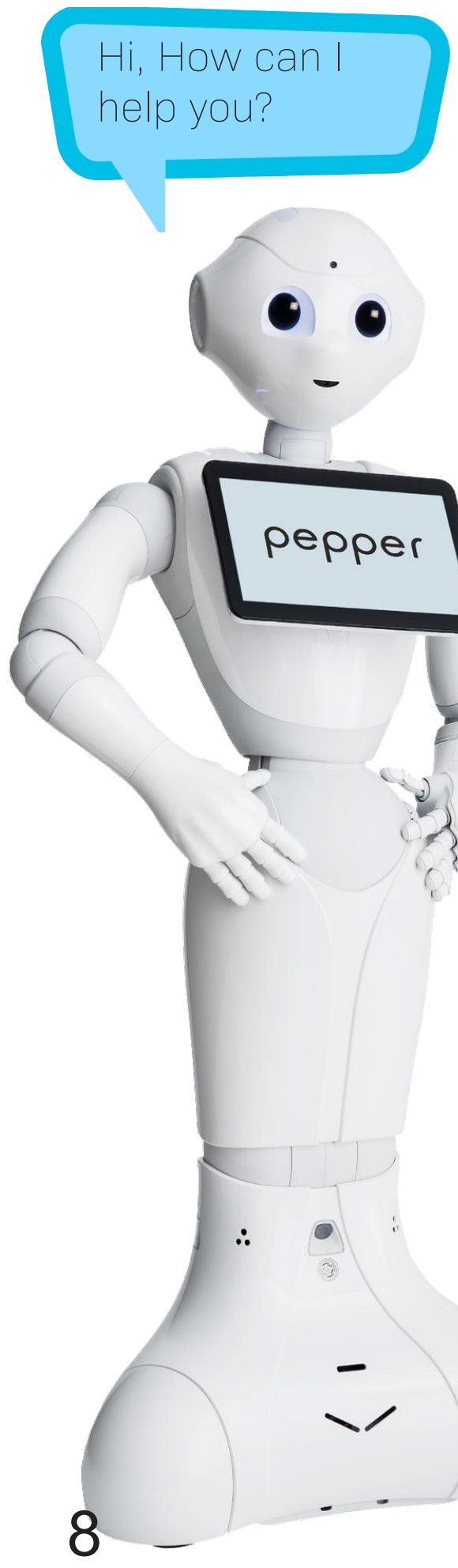


Enabling this skill allows Pepper to give a presentation to your customers (informative or promotional content), combining speech, motion and custom content (including text, images and videos) on the tablet.

Multiple presentations and switching presentations based on assignment and user interaction are also supported.

# ROBOTLAB SKILLS - CONVERSATIONAL MODE

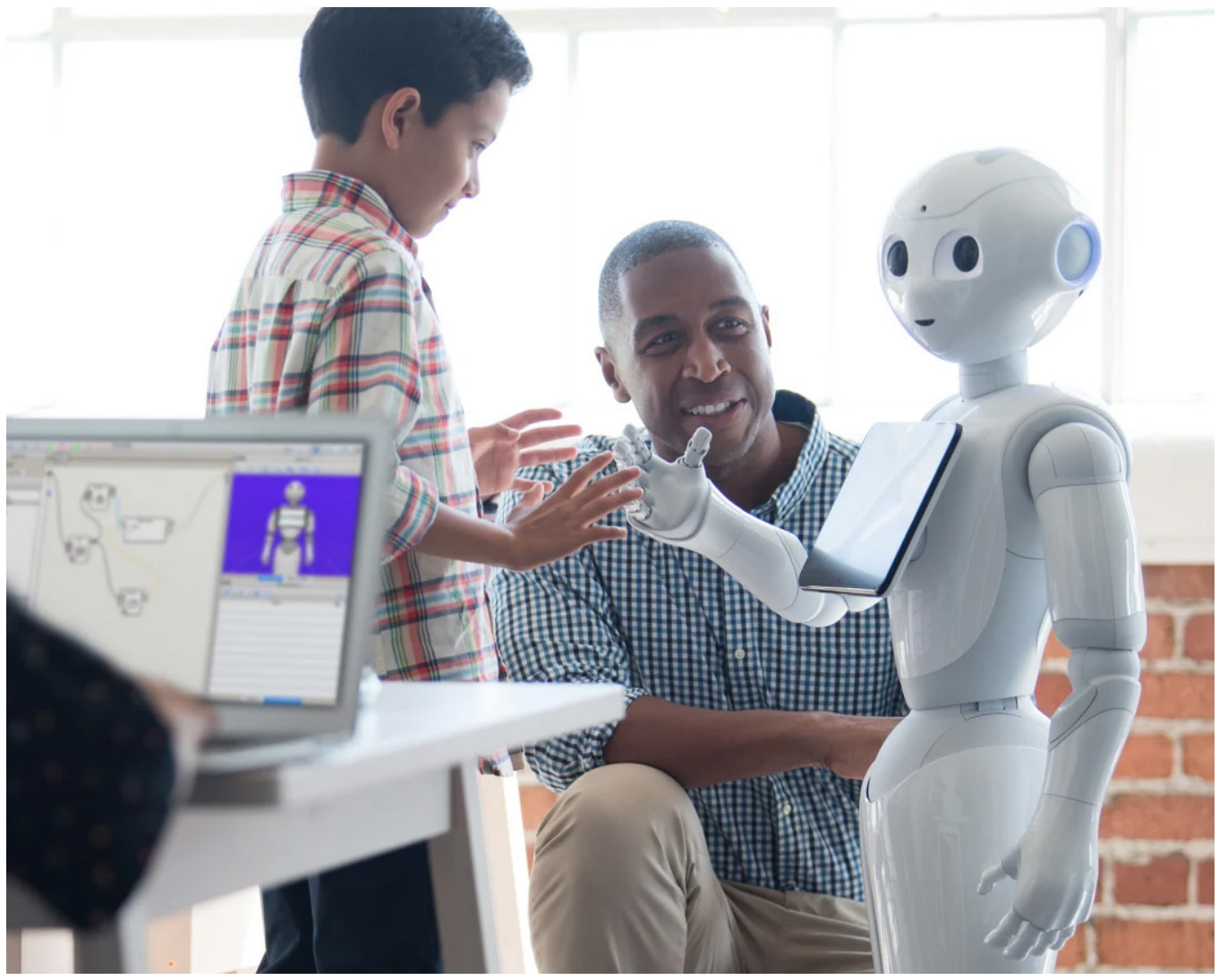
Allow your guests to interact with Pepper in a natural language, not with keywords! Let AI figure out the intent behind the spoken words
This skill Integrates Chat Bots and Natural Speech Recognition into Pepper. Connects Pepper to your AI chatbot such as Google Dialogflow (Default).




| | | |
|---|---|---|
| Q | Where are the bathroom located? | A The Bathroom is located on the first floor next to the elevators |
| | Do you guys have a bathroom? | The Restroom is located on the first floor next to the elevators |
| | Is there a potty room here? | |
| | Where are the restrooms? | |
| | Where are the restroom located? | |
| Q | What time do you open? | A We open at 9 am everyday |
| | When does the store open? | |
| | When do you open? | |
| Q | What time do you Close? | A We close at 5 pm everyday |
| | When does the store close? | |
| | When do you close? | |
| Q | I'll be back | A I'll be waiting. |
| | I'll be back in a few minutes | Okay. You know where to find me. |
| | I promise to come back | All right. I'll be here. |
| | be back in 5 minutes | |
| | I'll get back to you in a moment | |
| | Can I get back | |
| | I'll be back in a sec | |
| | be back in a sec | |
| Q | can I speak | A I'm here to chat anytime you like. |
| | I just want to talk | Good conversation really makes my day. |
| | I want to speak with you | I'm always here to lend an ear. |
| | I want to talk to you | Talking is what I do best. |
| | et us talk | |

## ROBOTLAB SKILLS - ENTERTAINMENT

Enhance your customer's experience with engaging and fun animations. Includes a library of 25 uniques apps: Memory Game, Guess my Pose, Tic Tac Toe, Dances, Play Air Guitar, Handshake, Fist Bump etc.



## ROBOTLAB SKILLS - RECEPTIONIST

Pepper welcomes guests and notifies your staff of their arrival with a text, a phone call or an email. A great tool to promote social distancing and lower customer touch-points.

## ROBOTLAB SKILLS - LEAD GENERATION

Pepper collects customer's details by inviting them to fill out a form on the touchscreen.

## ROBOTLAB SKILLS - TOUR GUIDE

Pepper leads the customer on a tour from point to point (conversation-based, or script-based) and showcases point of interests within your business.

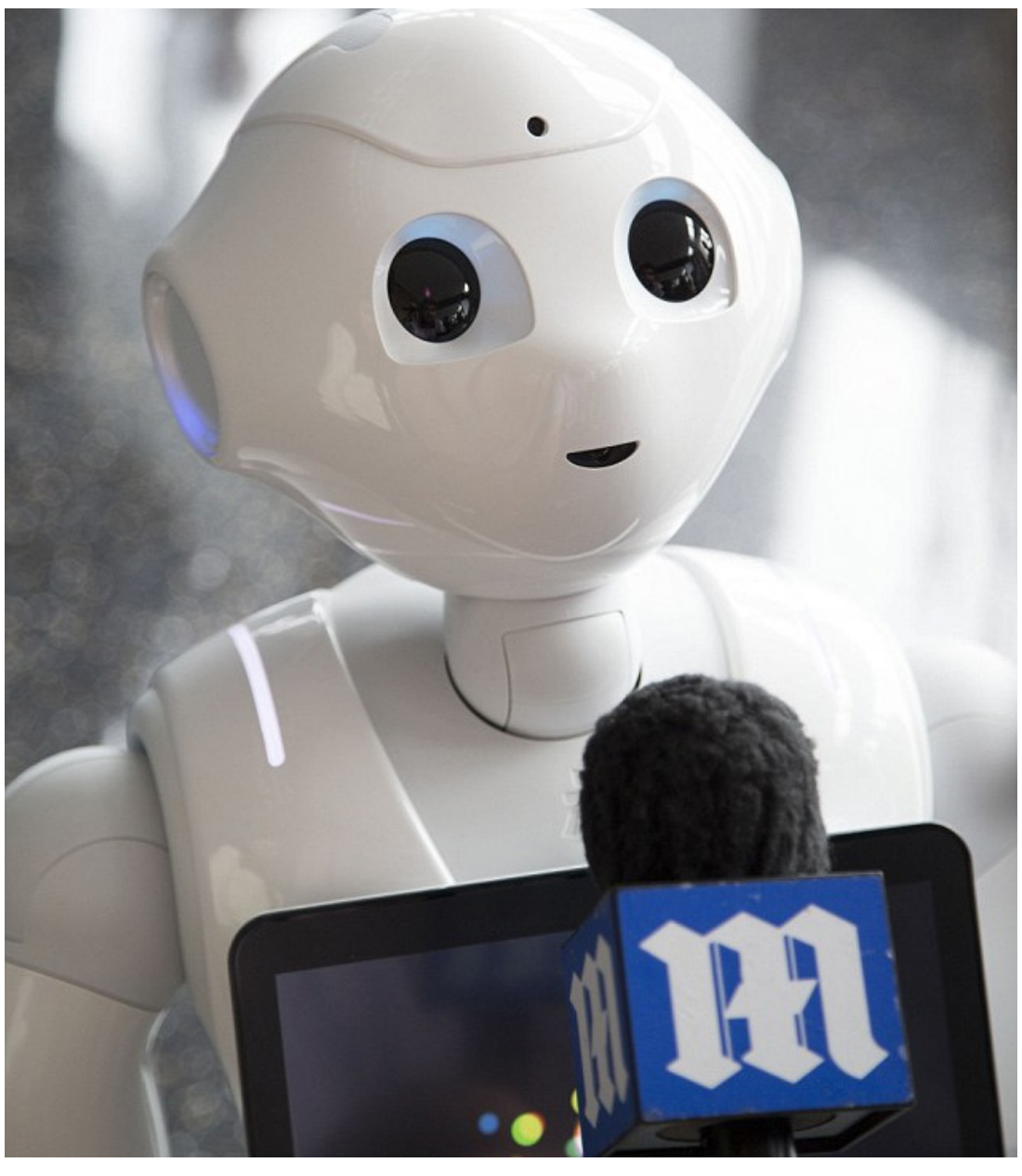
*only Available with Pepper Premium+Nav

## ROBOTLAB SKILLS - PERSONALIZED INTERACTION

Pepper recognizes human faces, greets known people by their name, and can add personalized conversation with each of your customers.

*only Available with Pepper Premium+Nav

## ROBOTLAB SKILLS - REMOTE CONTROL

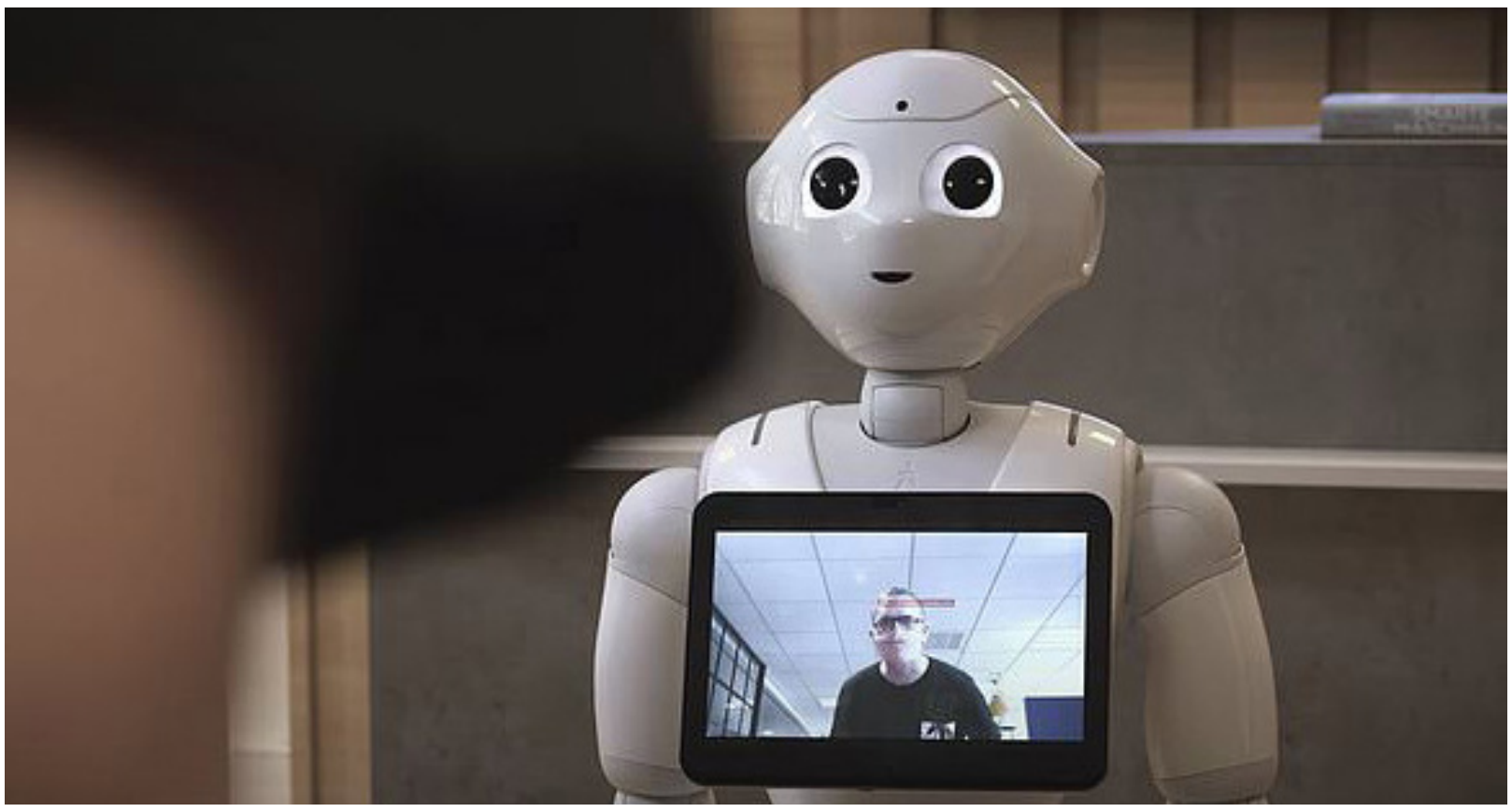


Use your computer, a tablet or a smartphone to control Pepper remotely and make it move, speak or run an animation instantly. Ideal for Pepper on stage / at shows.

*only Available with Pepper Premium+Nav

## ROBOTLAB SKILLS - VIDEO CALLS

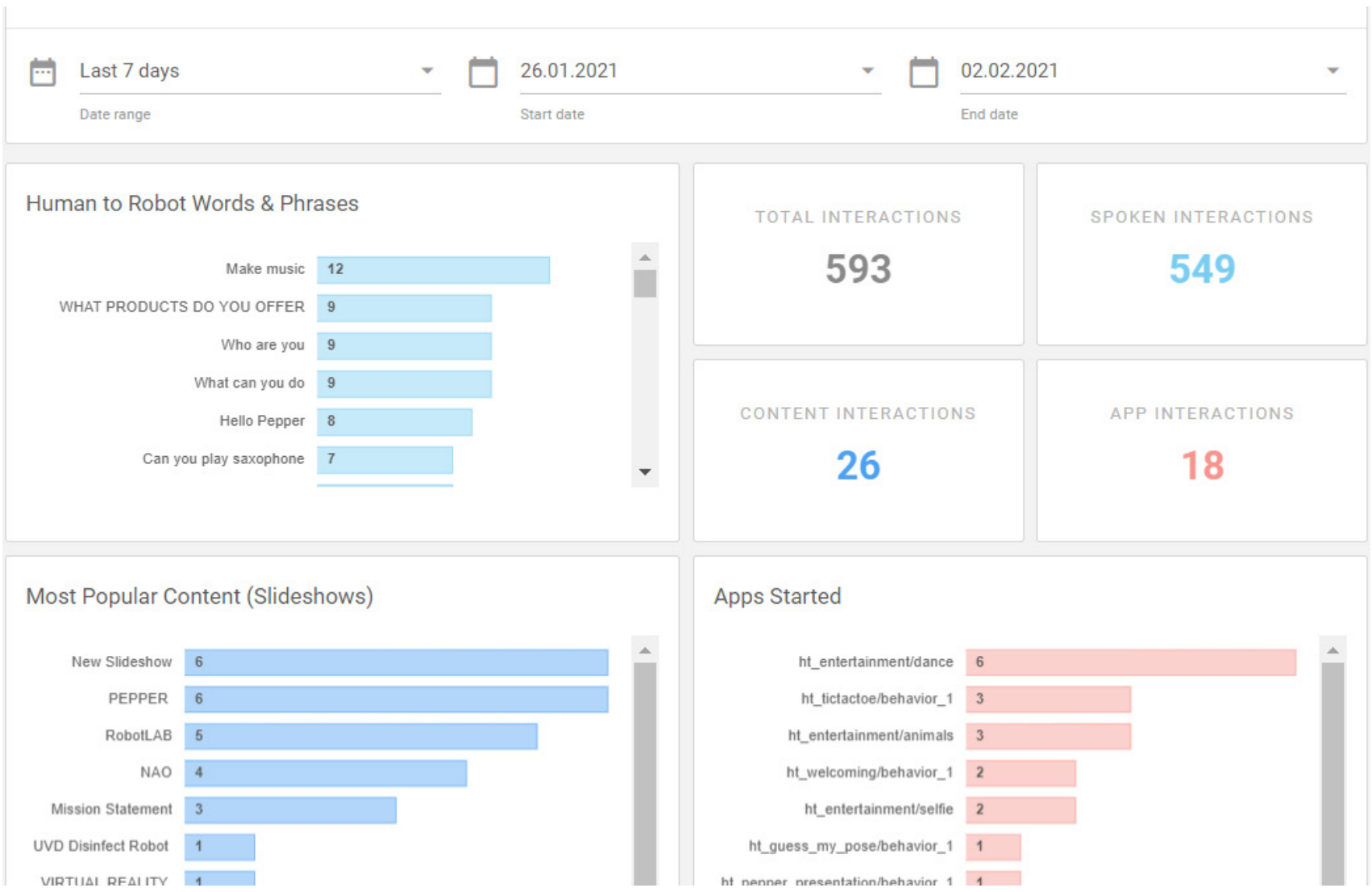
Allows customers to initiate a video call from Pepper to a remote operator for assistance. The operator can see and hear through the robot and your customer can communicate with the operator through the touchscreen.



*only Available with Pepper Premium+Nav

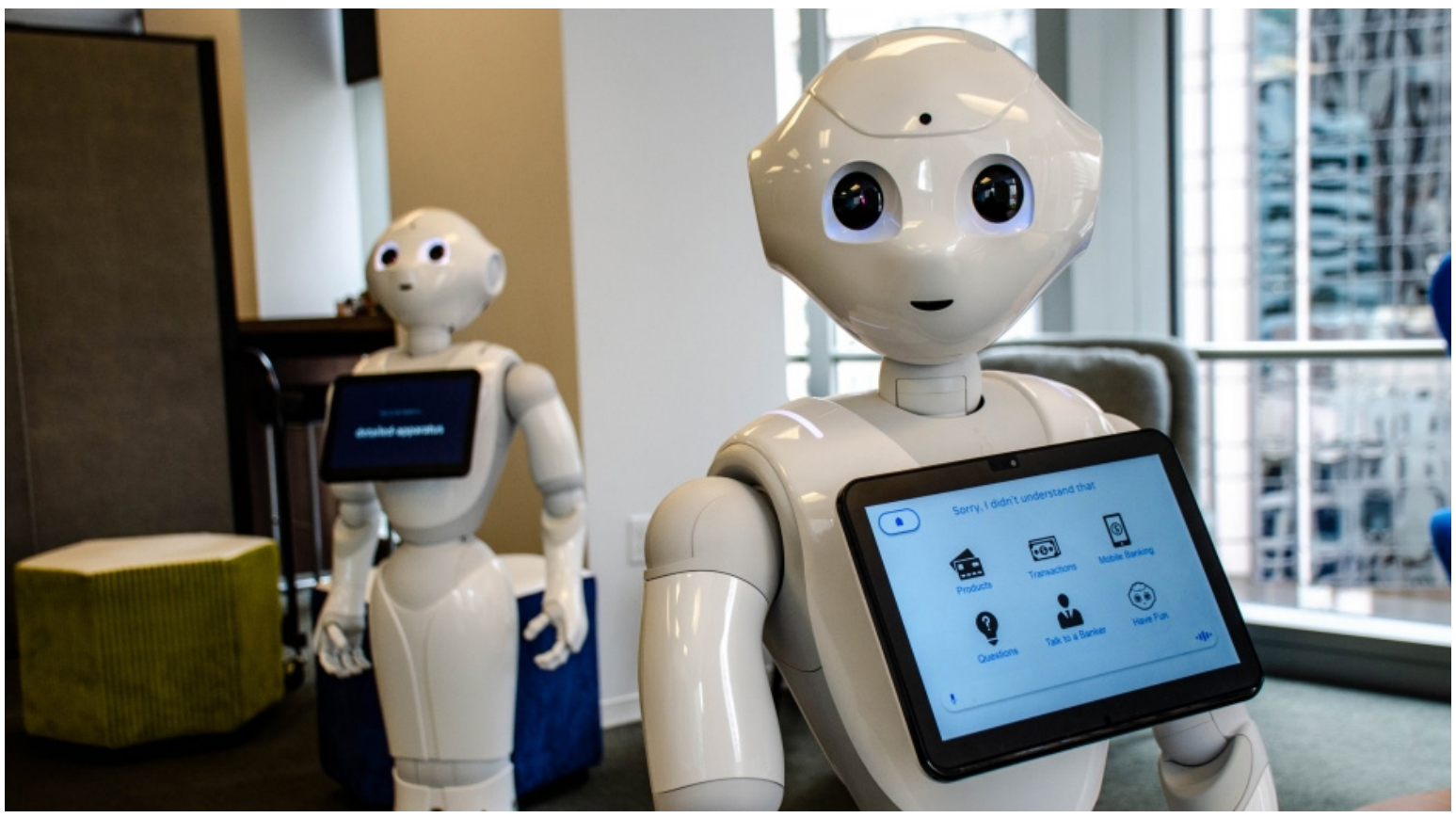
## ROBOTLAB SKILLS - ANALYTICS

RobotLAB Analytics tool allows you to track all interations of your robots with your customers. You have access to a variety of reports including most popular content, most frequently asked questions, time of interaction, customers' age and gender etc.

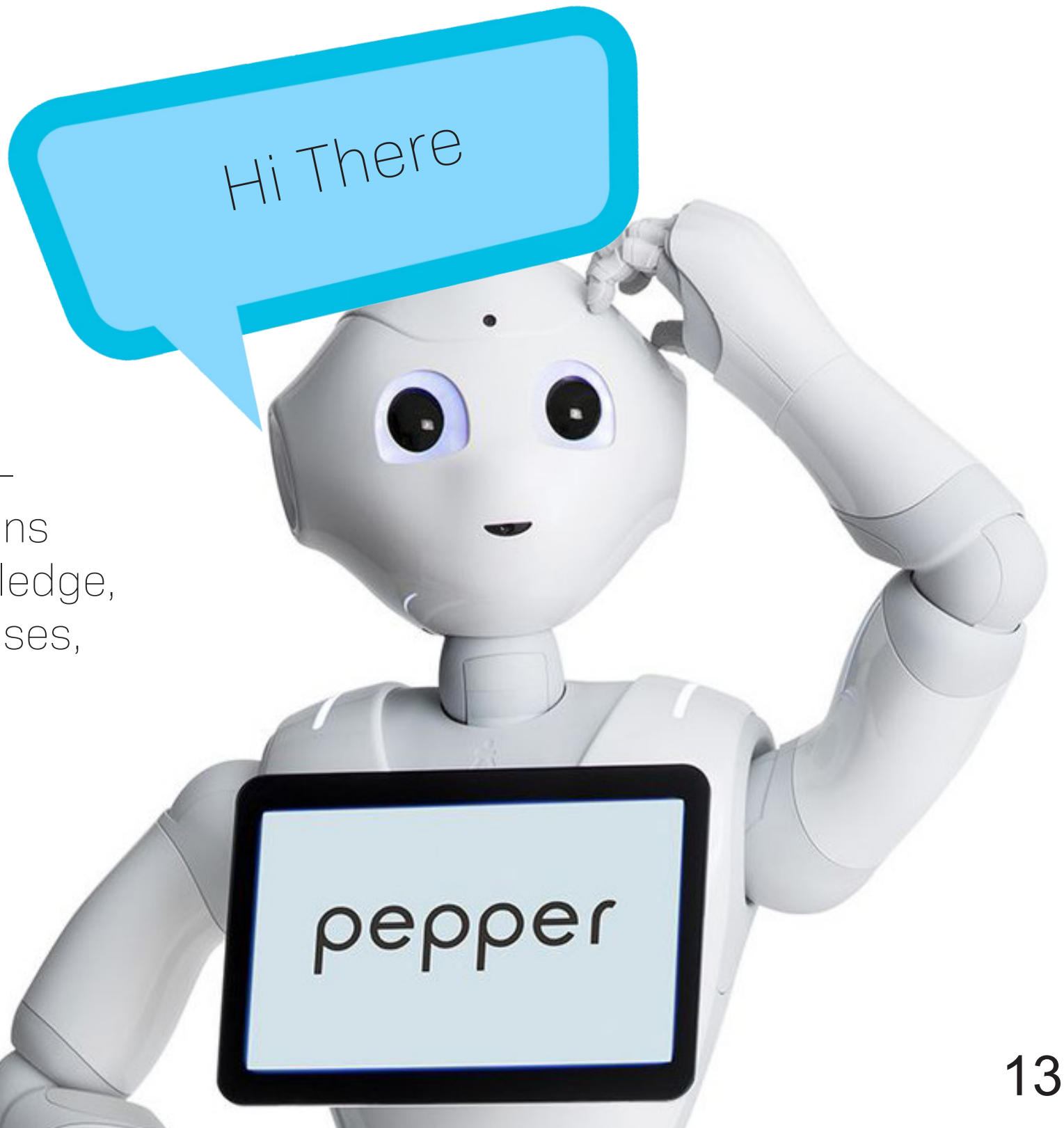


## ROBOTLAB SKILLS - FLEET MANAGEMENT

RobotLAB Fleet Management allows you to manage multiple robots from one platform, assign different skills to different robots and remotely control each one of your robots from one account.




## ROBOTLAB SKILLS - FAQ AND GENERAL KNOWLEDGE




Pepper answers a pre-scripted list of questions such as general knowledge, weather, jokes, use cases, personal events, etc.

# 4. CHOOSE OPTIONS FOR PEPPER

# ROBOTLAB SERVICE - WARRANTY

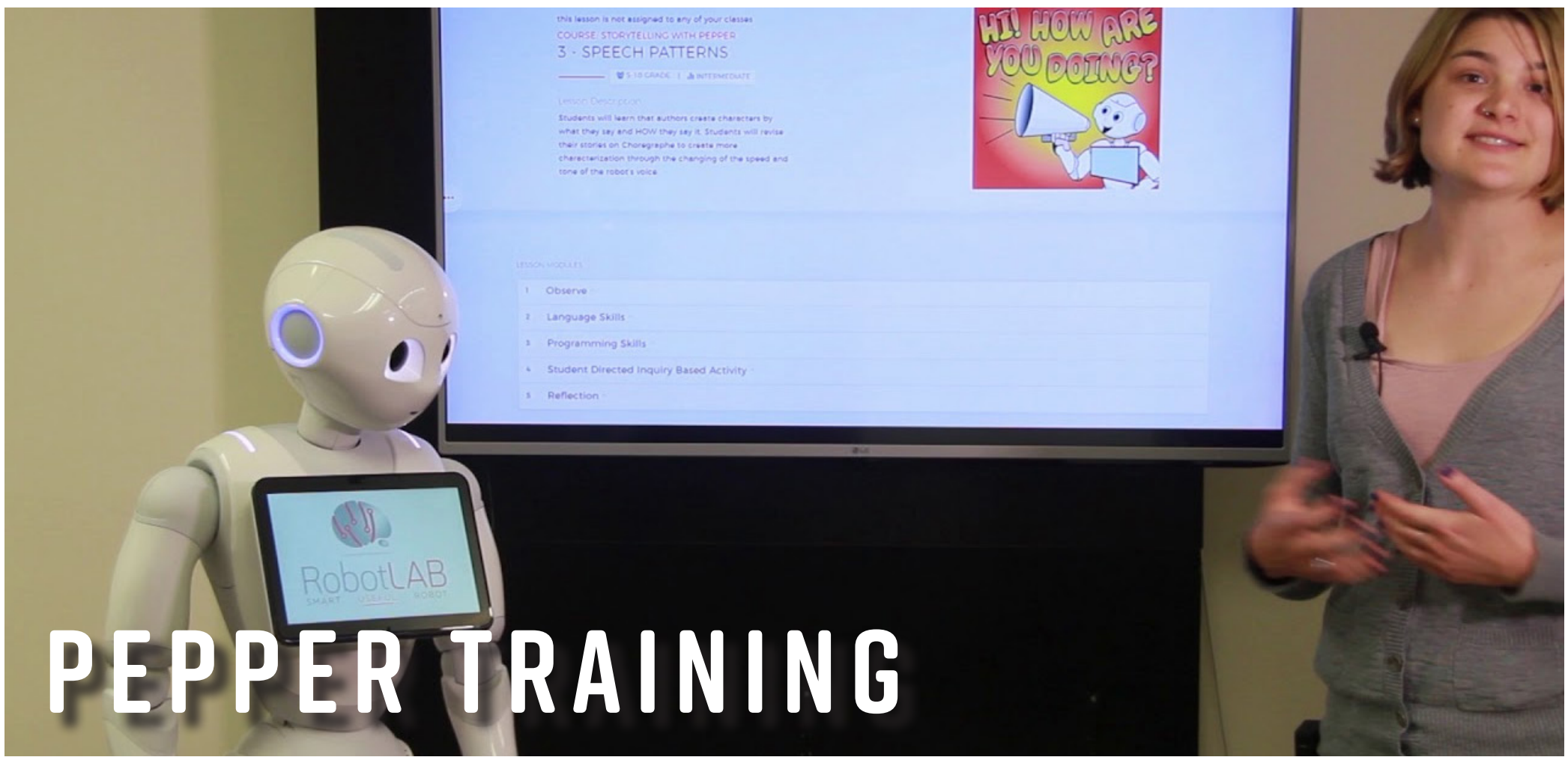
## STANDARD WARRANTY

Standard Hardware warranty for Pepper Robot. (Battery is covered for three months)
First year included. Warranty can be extended in multiples of 1, 2, or 3 years.

Full terms and conditions: https://www.robotlab.com/terms-and-conditions

## SWAP PROGRAM

This program provides business continuity for your Pepper Robot. A **replacement** robot from our swap pool will be shipped within 1 business day after your Customer Success Manager determines that your robot needs a repair in the lab. (Return shipping and swap shipping included, original robot will not be returned). *only Available in the U.S




Initial, one-hour box opening and orientation training is included with every purchase.

## BASIC TRAINING

3-hour Online Training with RobotLAB Expert.

## ADVANCED TRAINING

1-day Online Training with RobotLAB Expert.

# ROBOTLAB SERVICE - CUSTOM DESIGN STUDIO

For the first time RobotLAB offers a unique personalized and customized branding service for your Pepper!
Now you can wrap Pepper with your own logo, brand colors and messages, and make it unique and unmistakably yours!

RobotLAB design studio will work with your marketing dpeartment and make a custom branding package for your robot from idea to execution.

3D Rendering

3D Rendering

Final product

# ROBOTLAB SOFTWARE - ADDITIONAL LANGUAGE*

Make your robot multinational!

Additional Language available for your Pepper Robot.

Available languages:

Pepper Premium:
English, Arabic, Chinese Mandarin, Taiwan, Czech, Danish, Dutch, Finnish, French, German, Greek, Italian, Japanese, Korean, Norwegian, Polish, Brazilian, Portuguese, Russian, Spanish, Swedish, Turkish

Pepper Premium+Nav:
Japanese, French, Chinese/ Mandarin, Arabic, Spanish, German, Italian, Dutch, Finnish, Korean,Polish.

# PEPPER ACCESSORIES

### TRANSPORT CASE

Durable, heavy-duty transport case for your Pepper Robot.

### CHARGING STATION

Allow your robot to automatically dock and charge itself using the charging pad.

# PEPPER USE CASES

## COURTYARD® BY MARRIOTT® ANAHEIM

Pepper, the world's most popular humanoid robot, excited guests and staff alike while working as a concierge at the bustling Courtyard by Marriott Anaheim (Theme Park Entrance) hotel near Southern California's Disneyland Resort.

Pepper helped significantly increase Courtyard by Marriott's already high customer satisfaction numbers. In fact, many hotel guests described Pepper as the most memorable part of their Disneyland vacation—ranking higher than popular rides and famous Disney characters.

Easy to operate, adjust, and enhance, employees at the Courtyard by Marriott rapidly found Pepper to be an invaluable member of their lobby staff.

# PEPPER PARLOR: A UNIQUE CAFÉ EXPERIENCE IN TOKYO

Not far from the hustle and bustle of Shibuya's "Scramble Square," one of the busiest pedestrian crossings in the world, lies "Pepper PARLOR," a café that offers a completely new dining experience. Pepper PARLOR is nestled among the array of stylish shops, cafés and restaurants in Tokyu Plaza Shibuya, a new commercial facility that opened in December 2019.

Operated by SoftBank Robotics Corp., at Pepper PARLOR customers can enjoy premium drinks and foods while interacting with robots that work alongside humans.

The entrance to Pepper PARLOR is staffed by a line of Pepper robots. They can take orders in three languages: English, Japanese and Chinese. Customers can pay with credit cards on a payment terminal

# PEPPER ROBOT AND HSBC® BANK

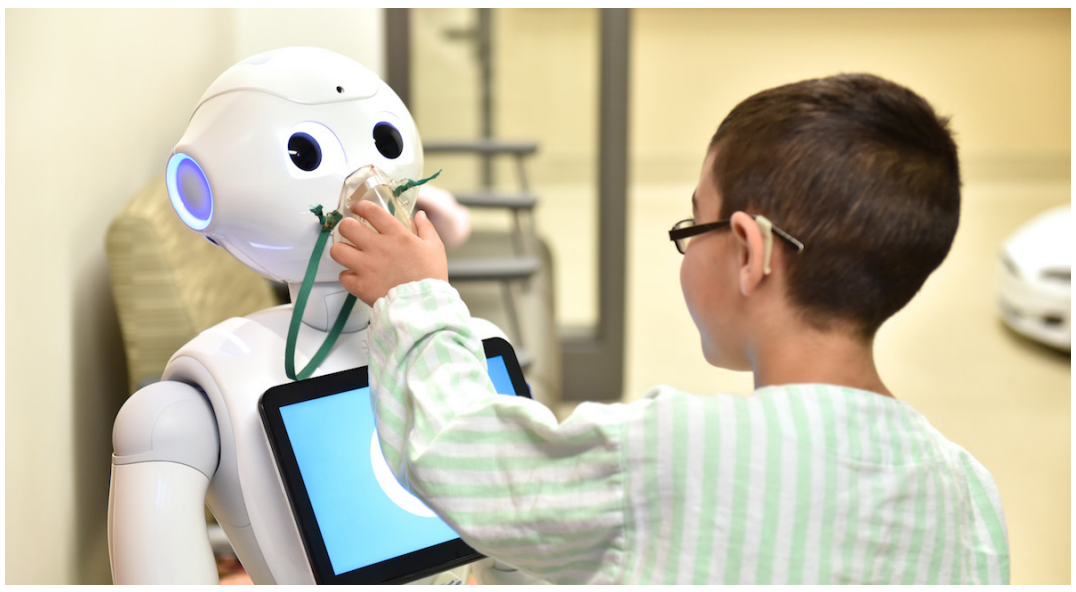
"Pepper's roll-out is part of a larger vision to transform HSBC's branch banking experience, we like to call it the 'Branch of the Future,' by providing a host of consumer-facing upgrades that will take the franchise in an exciting new direction."

By asking initial questions, Pepper can help determine a customer's needs, relay that information to bank staff and save time for everyone involved.

And in a world in which robotic technologies are often referred to simply as "bots," and appear to most consumers as mere animations on a digital screen, the arrival of Pepper is both a throwback and a vision into the ways new technologies will enable new forms of banking. Dawson referred to Pepper as a "unique banking experience that is enriched by human-robot interactions."

# PEPPER ROBOT AT HUMBER RIVER HOSPITAL FOUNDATION

Humber is the first hospital in Canada to use Pepper in a healthcare setting.



Humber currently has two Peppers on staff: one is used exclusively by the Child Life Program to help young patients feel at ease and a second to greet patients and their families in the Hospital's main entrance.

Humber River Hospital is committed to making the hospital experience a better one for our patients and their families from the moment they arrive and Pepper the robot helps us do that!

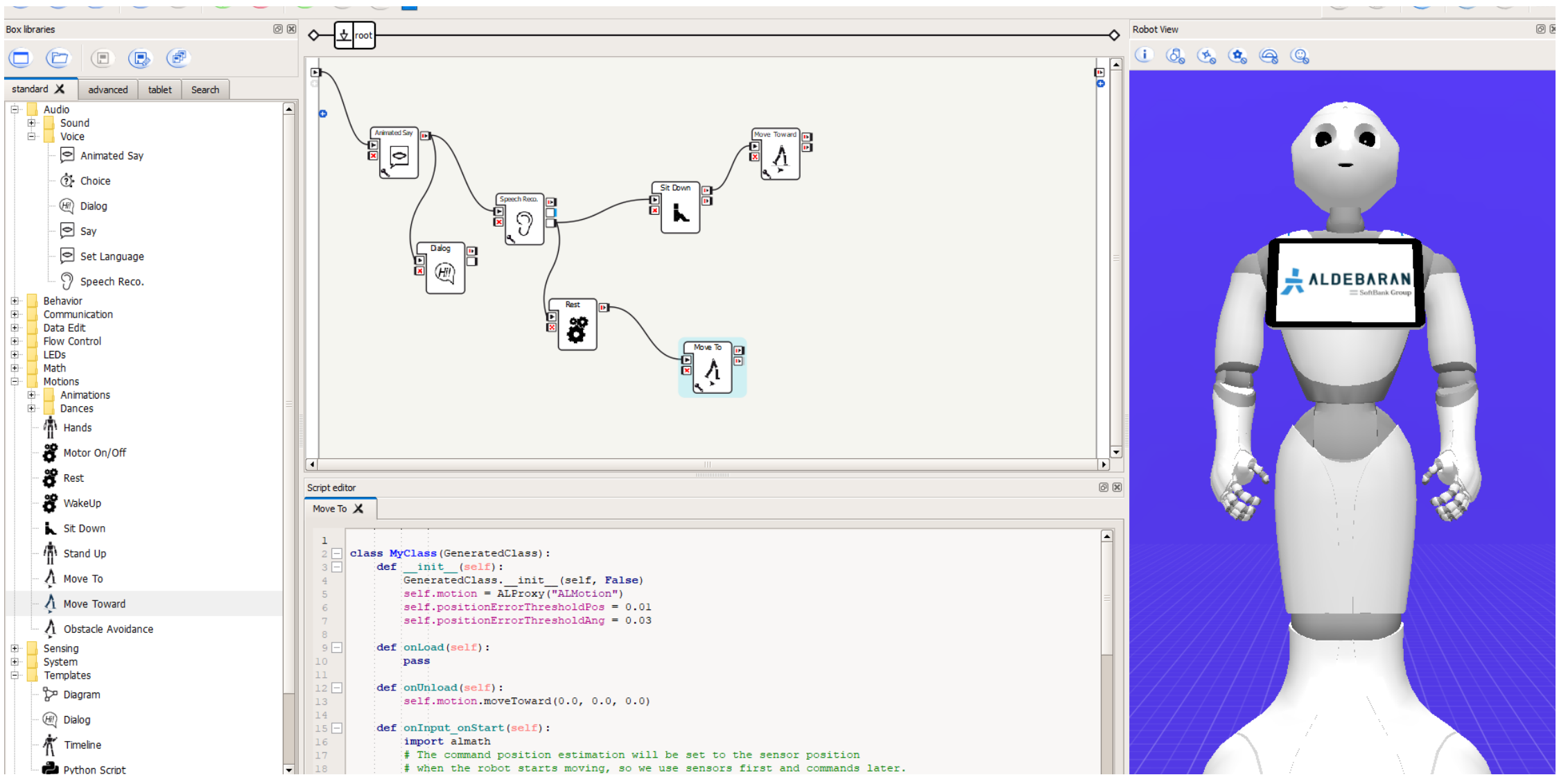
Hospitals can be an intimidating place for kids, and Humber River's Child Life Program is dedicated to reducing the anxiety experienced by most of its young patients. Pepper is a perfect addition to the Program's toolkit and is a natural at making children feel more comfortable.

# PROGRAMING YOUR PEPPER ROBOT

Can’t find a skill that matches your needs? Running a robotics lab and need to teach students programming, robotics and engineering? RobotLAB has you covered! You have two options to choose from, Python-based and Android-based programming. **Curriculum available for either version.**

## PYTHON BASED PROGRAMMING

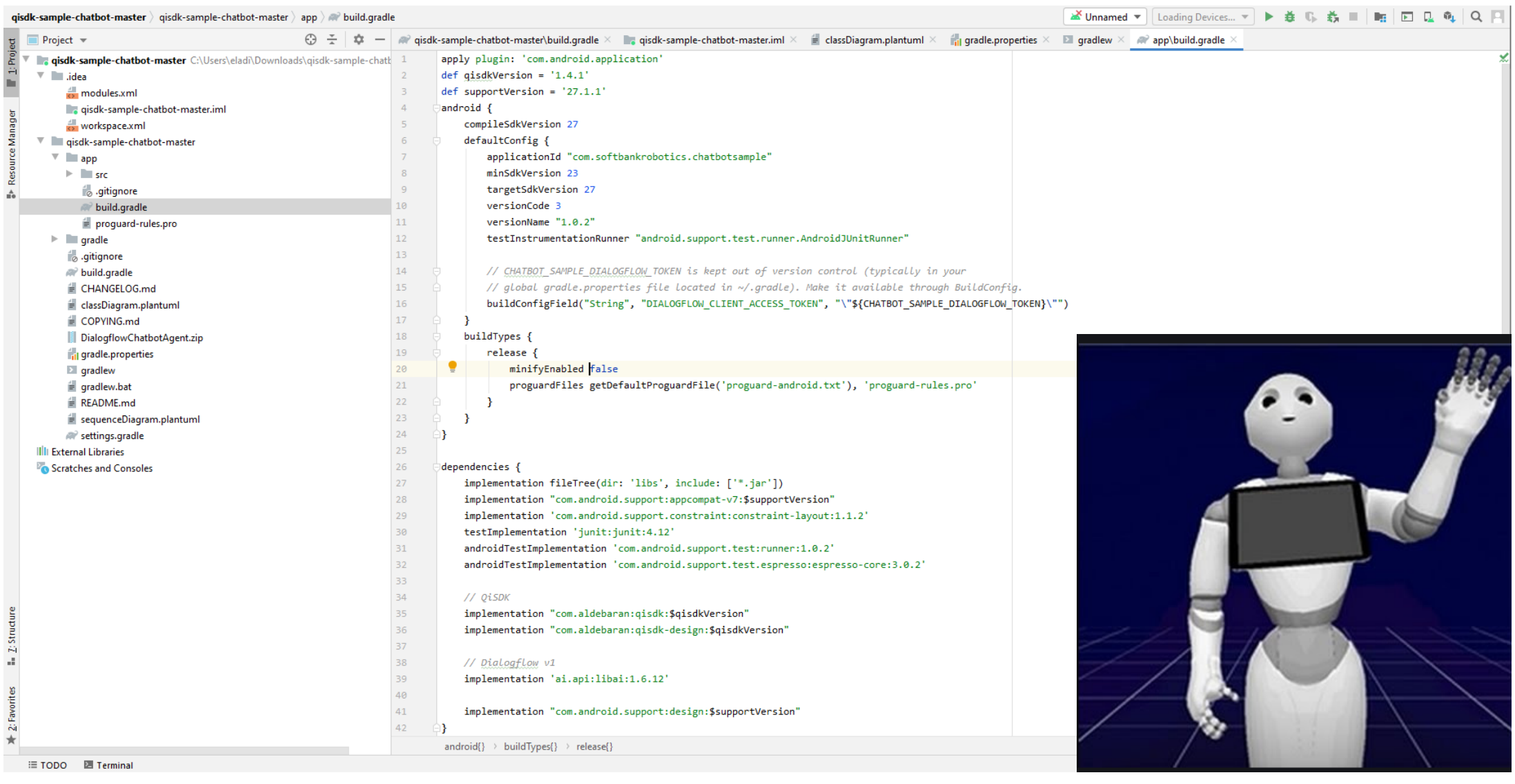
This version of the operating system is based on Python, and can be programmed using: Choregraphe (drag and drop interface shown below), Java using the Java SDK, Java Script and C++.
Python based programming is running on the robot, and allows full control over the motors, and full access to all sensors.

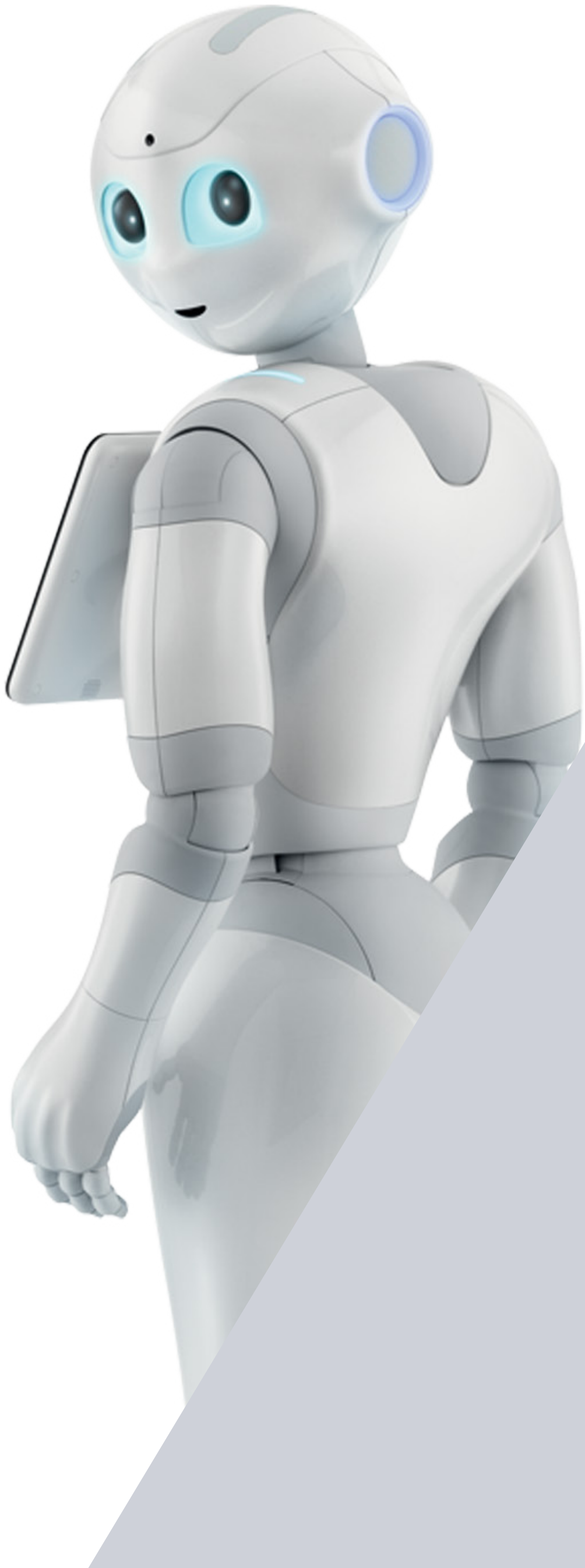


## ANDROID BASED PROGRAMMING

This version of the operating system is based on Android, and can be programmed using the Android Studio, by Google.

This version introduces a different control software to the robot, based on the Android-powered tablet. All robot applications are .APK Android apps, and they run on the tablet. The developer can control some of the robot's functionality using the QiSDK interface that allows the Android app to send and recieve voice commands, motion commands and so on.
This version does not give raw access to all sensors and motors individually, and should be chosen only if very specific needs for android code arisesw.
**Contact our consultants for more information.*




```
apply plugin: 'com.android.application'
def qisdkVersion = '1.4.1'
def supportVersion = '27.1.1'
android {
    compileSdkVersion 27
    defaultConfig {
        applicationId "com.softbankrobotics.chatbotsample"
        minSdkVersion 23
        targetSdkVersion 27
        versionCode 3
        versionName "1.0.2"
        testInstrumentationRunner "android.support.test.runner.AndroidJUnitRunner"

        // CHATBOT_SAMPLE_DIALOGFLOW_TOKEN is kept out of version control (typically in your
        // global gradle.properties file located in ~/.gradle). Make it available through BuildConfig.
        buildConfigField("String", "DIALOGFLOW_CLIENT_ACCESS_TOKEN", "\"${CHATBOT_SAMPLE_DIALOGFLOW_TOKEN}\"")
    }
    buildTypes {
        release {
            minifyEnabled false
            proguardFiles getDefaultProguardFile('proguard-android.txt'), 'proguard-rules.pro'
        }
    }
}

dependencies {
    implementation fileTree(dir: 'libs', include: ['*.jar'])
    implementation "com.android.support:appcompat-v7:$supportVersion"
    implementation 'com.android.support.constraint:constraint-layout:1.1.2'
    testImplementation 'junit:junit:4.12'
    androidTestImplementation 'com.android.support.test:runner:1.0.2'
    androidTestImplementation 'com.android.support.test.espresso:espresso-core:3.0.2'

    // QiSDK
    implementation "com.aldebaran:qisdk:$qisdkVersion"
    implementation "com.aldebaran:qisdk-design:$qisdkVersion"

    // Dialogflow v1
    implementation 'ai.api:libai:1.6.12'

    implementation "com.android.support:design:$supportVersion"
}
```