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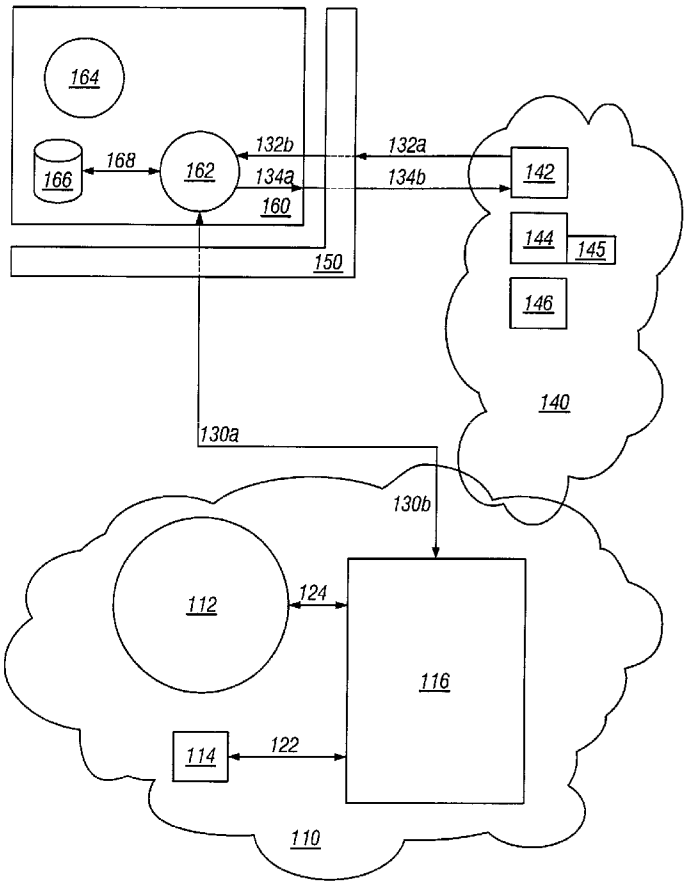
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(54) Title: CALL CENTER ADMINISTRATION MANAGER



(57) Abstract: A network-based call center for managing a company's interactions with its customers used resources (112, 114) supplied by an application service provider (116). The call center stores sensitive information on a database (166) within the company's private network (110), behind a firewall. When a call center resource (112, 114) or another client or server obtains new sensitive information, the resource (112, 114) writes the information to the database (166) and then erases the information. When a resource (112, 114) needs sensitive information stored on the database (166), the resource (112, 114) requests the information from the database (166), uses it, and then erases the information. The call center further provides a browser-based tool (146), running on the Internet (140), for enabling non-technical personnel of the company to provision a call center from the resources (112, 114) of the application service provider (116).

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