# Архитектура и реализация аналитической витрины ML-транскрибации данных на базе ClickHouse и PostgreSQL

Проект учебной курсовой OTUS «ClickHouse для инженеров и архитекторов БД».

#### Описание сквозного процесса МL-транскрибации

#### Два канала входа данных:

- 1. Клиентская зона (бейджи) микрофоны/аудио-бейджи в офисах.
  - → фиксируют диалог между клиентом и консультантом.
- 2. Кол-центр телефонные звонки.
  - $\rightarrow$  записываются через SIP-интеграцию, аудио хранится на сервере записи разговоров.

Проект реализует систему анализа клиентских коммуникаций, объединяющую ML-транскрибацию речи и ClickHouse-аналитику.

Система собирает аудиозаписи из клиентских зон и колл-центра, выполняет распознавание речи, анализ эмоций и тд.

Результаты транскрибации сохраняются в PostgreSQL и ежедневно инкрементально загружаются в ClickHouse через Refreshable Materialized Views.

На стороне ClickHouse формируются агрегаты и витрины данных, визуализируемые в Pix BI.

**Цель:** построить end-to-end конвейер от источника (PostgreSQL) до аналитической витрины в ClickHouse с автозагрузкой, агрегациями. готовой таблицей для BI и аналитическим отчетом PIX BI.

#### Содержание

- Архитектура
- Состав и технологии
- Датасет и генерация CSV
- Cxema PostgreSQL (DDL) + загрузка CSV
- ClickHouse: слой хранения и загрузки из PG
  - 。 Сырые таблицы (под PG)
  - o Refreshable Materialized Views: инкремент из PG
  - Join-таблицы для быстрых агрегаций
  - MV для обновления Join-таблиц
  - Агрегированная витрина per-day
  - о ВІ-таблица с готовыми КРІ
- Порядок первичного запуска
- Мониторинг ETL и хранения
- Дашборд: набор визуализаций
- Траблшутинг
- Структура репозитория

Установка PIX BI, ClickHouse и PostgreSQL -

https://docs.pixrobotics.com/articles/#!pix-bi-admin-1-31/install-linux

#### Состав и технологии

- PostgreSQL: исходные таблицы (оперативный слой)
- ClickHouse: хранение, инкрементальная загрузка из PG, агрегации, витрины
- **Python**: генератор синтетического датасета (CSV)
- **BI**: визуализация KPI (Pix BI)

#### Датасет и генерация CSV

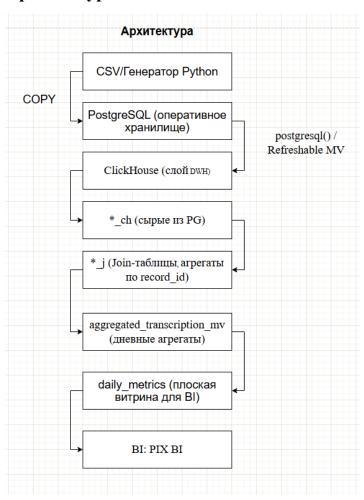
Скрипт генерирует ~ CSV для всех таблиц (целевой вес  $\approx 4\text{--}5~\Gamma \text{Б}).$ 

cd ClickHouse\_OTUS/dataset\_gen

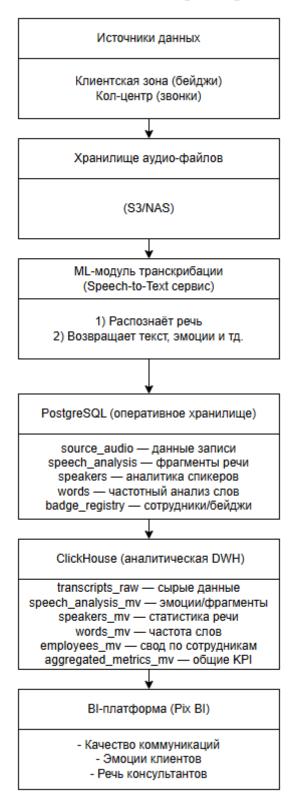
python3 generate\_transcription\_dataset\_fixed.py

# Выход: ./transcription\_dataset\_fixed/{source\_audio.csv, speech\_analysis.csv, speakers.csv, words.csv, badge registry.csv}

#### Архитектура



### Блок-схема по МL-транскрибации



#### Cxema PostgreSQL (DDL) + загрузка CSV

#### DDL (создание схемы)

```
CREATE TABLE IF NOT EXISTS source audio (
 record id UUID PRIMARY KEY DEFAULT gen random uuid(),
 audio name TEXT NOT NULL,
  category TEXT,
  channel type TEXT CHECK (channel type IN ('office', 'callcenter')),
  overlap duration NUMERIC(10,2),
  silence duration NUMERIC(10,2),
 transcription quality NUMERIC(5,2),
  audio duration NUMERIC(10,2),
  processed at TIMESTAMP DEFAULT NOW(),
  overall score NUMERIC(5,2),
 wait_time NUMERIC(10,2),
  client end time NUMERIC(10,2),
 hold time NUMERIC(10,2),
  interruption BOOLEAN DEFAULT FALSE,
 background noise NUMERIC(5,2),
 volume level NUMERIC(5,2),
 init quality NUMERIC(5,2),
 client identification NUMERIC(5,2),
 request understanding NUMERIC(5,2),
  info quality NUMERIC(5,2),
 product presentation NUMERIC(5,2),
  objection handling NUMERIC(5,2),
 nda compliance BOOLEAN DEFAULT TRUE,
 repeat prevention BOOLEAN DEFAULT TRUE,
  conversation end NUMERIC(5,2),
  survey engagement NUMERIC(5,2),
```

```
politeness NUMERIC(5,2),
  listening skill NUMERIC(5,2),
  speech clarity NUMERIC(5,2),
  conflict management NUMERIC(5,2),
  conversation summary TEXT,
  created at TIMESTAMP DEFAULT NOW(),
  updated at TIMESTAMP DEFAULT NOW()
);
CREATE INDEX idx source audio processed at ON
source audio(processed at);
CREATE INDEX idx source audio channel type ON
source audio(channel type);
CREATE TABLE IF NOT EXISTS speech analysis (
  id SERIAL PRIMARY KEY,
  record id UUID REFERENCES source audio(record id) ON DELETE
CASCADE,
  start time NUMERIC(10,2),
  end time NUMERIC(10,2),
  text TEXT,
  emotion TEXT,
  speaker TEXT,
  speaker type TEXT
);
CREATE INDEX idx speech analysis record ON speech analysis (record id);
CREATE INDEX idx speech analysis speaker ON speech analysis(speaker);
CREATE TABLE IF NOT EXISTS speakers (
  id SERIAL PRIMARY KEY,
```

```
record id UUID REFERENCES source audio(record id) ON DELETE
CASCADE,
  speaker TEXT,
 speaker type TEXT,
  speech speed NUMERIC(6,2),
  speech duration NUMERIC(10,2),
 interruption duration NUMERIC(10,2)
);
CREATE INDEX idx speakers record ON speakers(record id);
CREATE TABLE IF NOT EXISTS words (
 id SERIAL PRIMARY KEY,
 record_id UUID REFERENCES source_audio(record_id) ON DELETE
CASCADE,
 word TEXT,
  frequency INT,
 speaker TEXT,
 is filler BOOLEAN DEFAULT FALSE,
 is swear BOOLEAN DEFAULT FALSE
);
CREATE INDEX idx words record ON words(record id);
CREATE INDEX idx words word ON words(word);
CREATE TABLE IF NOT EXISTS badge registry (
 id SERIAL PRIMARY KEY,
 badge number TEXT NOT NULL,
  employee number TEXT,
  employee name TEXT,
  attached at TIMESTAMP,
```

```
detached at TIMESTAMP
);
CREATE INDEX idx badge registry number ON
badge registry(badge number);
Загрузка CSV в PostgreSQL
COPY source audio FROM '/path/transcription dataset fixed/source audio.csv'
CSV;
COPY speech analysis FROM
'/path/transcription dataset fixed/speech analysis.csv' CSV;
COPY speakers FROM '/path/transcription dataset fixed/speakers.csv' CSV;
COPY words FROM '/path/transcription dataset fixed/words.csv' CSV;
COPY badge registry FROM
'/path/transcription dataset fixed/badge registry.csv' CSV;
ClickHouse: слой хранения и загрузки из PG
Подключение к PostgreSQL
CREATE NAMED COLLECTION pg conn AS
host='localhost', port=5432, database='postgres', user='postgres', password='***';
--Проверка
SELECT count()
FROM postgresql('localhost:5432', 'postgres', 'source audio', 'postgres', '***');
База и сырые таблицы (под структуру PG)
CREATE DATABASE IF NOT EXISTS ml transcription;
CREATE TABLE IF NOT EXISTS ml transcription.transcripts raw
  record id UUID,
  audio name String,
  category String,
```

```
channel type LowCardinality(String),
overlap duration Float32,
silence duration Float32,
transcription quality Float32,
audio duration Float32,
processed at DateTime,
overall score Float32,
wait time Float32,
client end time Float32,
hold time Float32,
interruption UInt8,
background noise Float32,
volume level Float32,
init quality Float32,
client identification Float32,
request understanding Float32,
info quality Float32,
product presentation Float32,
objection handling Float32,
nda compliance UInt8,
repeat prevention UInt8,
conversation end Float32,
survey engagement Float32,
politeness Float32,
listening skill Float32,
speech clarity Float32,
conflict management Float32,
conversation summary String,
created at DateTime,
```

```
updated at DateTime
ENGINE = ReplacingMergeTree(updated at)
PARTITION BY to YYYYMM (processed at)
ORDER BY (record id, processed at);
CREATE TABLE IF NOT EXISTS ml transcription.speech analysis ch
  id UInt32, record id UUID, start time Float32, end time Float32,
  text String, emotion LowCardinality(String),
  speaker String, speaker type LowCardinality(String)
)
ENGINE = MergeTree ORDER BY (record id, start time);
CREATE TABLE IF NOT EXISTS ml transcription.speakers ch
  id UInt32, record id UUID, speaker String, speaker type
LowCardinality(String),
  speech speed Float32, speech duration Float32, interruption duration Float32
)
ENGINE = MergeTree ORDER BY (record id, speaker);
CREATE TABLE IF NOT EXISTS ml transcription.words ch
(
  id UInt32, record id UUID, word LowCardinality(String),
  frequency UInt32, speaker String, is filler UInt8, is swear UInt8
ENGINE = MergeTree ORDER BY (record id, word);
```

```
CREATE TABLE IF NOT EXISTS ml transcription.badge registry ch
(
  id UInt32, badge number String, employee number String,
  employee name String, attached at DateTime, detached at Nullable(DateTime)
)
ENGINE = MergeTree ORDER BY (badge number);
Refreshable Materialized Views: инкремент из PG
-- source audio → transcripts raw
DROP MATERIALIZED VIEW IF EXISTS mv pg source audio;
CREATE MATERIALIZED VIEW IF NOT EXISTS mv pg source audio
REFRESH EVERY 1 DAY
APPEND
TO ml transcription.transcripts raw AS
SELECT
  record id, audio name, category, channel type,
  overlap duration, silence duration, transcription quality, audio duration,
  toDateTime(processed at) AS processed at, overall score,
  wait time, client end time, hold time, CAST(interruption AS UInt8) AS
interruption,
  background noise, volume level, init quality, client identification,
  request understanding, info quality, product presentation, objection handling,
  CAST(nda compliance AS UInt8) AS nda compliance,
  CAST(repeat prevention AS UInt8) AS repeat prevention,
  conversation end, survey engagement, politeness, listening skill,
  speech clarity, conflict management, conversation summary,
  toDateTime(created at) AS created at, toDateTime(updated at) AS updated at
FROM postgresql('localhost:5432','postgres','source audio','postgres','***')
WHERE updated at > coalesce(
  (SELECT max(updated at) FROM ml transcription.transcripts raw),
```

```
toDateTime('1970-01-01 00:00:00')
);
```

-- аналогично для остальных

CREATE MATERIALIZED VIEW IF NOT EXISTS mv\_pg\_speech\_analysis

REFRESH EVERY 1 DAY APPEND TO ml\_transcription.speech\_analysis\_ch AS

SELECT id, record\_id, start\_time, end\_time, text, emotion, speaker, speaker\_type

FROM postgresql('localhost:5432','postgres','speech\_analysis','postgres','\*\*\*')

WHERE id > coalesce((SELECT max(id) FROM ml\_transcription.speech\_analysis\_ch),0);

CREATE MATERIALIZED VIEW IF NOT EXISTS mv\_pg\_speakers

REFRESH EVERY 1 DAY APPEND TO ml\_transcription.speakers\_ch AS

SELECT id, record\_id, speaker, speaker\_type, speech\_speed, speech\_duration, interruption\_duration

FROM postgresql('localhost:5432','postgres','speakers','postgres','\*\*\*')
WHERE id > coalesce((SELECT max(id) FROM
ml\_transcription.speakers\_ch),0);

CREATE MATERIALIZED VIEW IF NOT EXISTS mv\_pg\_words

REFRESH EVERY 1 DAY APPEND TO ml\_transcription.words\_ch AS

SELECT id, record\_id, word, frequency, speaker, CAST(is\_filler AS UInt8),

CAST(is\_swear AS UInt8)

FROM postgresql('localhost:5432','postgres','words','postgres','\*\*\*')

WHERE id > coalesce((SELECT max(id) FROM ml transcription.words ch),0);

CREATE MATERIALIZED VIEW IF NOT EXISTS mv\_pg\_badge\_registry

REFRESH EVERY 1 DAY APPEND TO ml\_transcription.badge\_registry\_ch AS

SELECT id, badge\_number, employee\_number, employee\_name,

toDateTime(attached at) AS attached at,

```
CAST(NULLIF(detached at,") AS Nullable(DateTime)) AS detached at
FROM postgresql('localhost:5432','postgres','badge registry','postgres','***')
WHERE id > coalesce((SELECT max(id) FROM
ml transcription.badge registry ch),0);
Join-таблицы для быстрых агрегаций
DROP TABLE IF EXISTS ml transcription.words j;
CREATE TABLE ml transcription.words j
ENGINE = Join(ANY, LEFT, record id)
AS SELECT
  record id,
  toUInt64(sum(frequency))
                                          AS total words,
  toUInt64(sumIf(frequency, is filler = 1))
                                             AS filler words,
  toUInt64(sumIf(frequency, is swear = 1))
                                               AS swear words
FROM ml transcription.words ch GROUP BY record id;
DROP TABLE IF EXISTS ml transcription.emotions j;
CREATE TABLE ml transcription.emotions i
ENGINE = Join(ANY, LEFT, record id)
AS SELECT
  record id,
  toUInt64(count())
                                      AS fragments count,
  toUInt64(uniqExact(speaker))
                                           AS unique speakers,
  toUInt64(countIf(emotion='positive'))
                                             AS positive segments,
  toUInt64(countIf(emotion='negative'))
                                             AS negative segments,
  toUInt64(countIf(emotion='neutral'))
                                            AS neutral segments
FROM ml transcription.speech analysis ch GROUP BY record id;
DROP TABLE IF EXISTS ml transcription.speakers j;
CREATE TABLE ml transcription.speakers i
```

```
ENGINE = Join(ANY, LEFT, record id)
AS SELECT
  record id,
  avg(speech speed)
                          AS avg speech speed,
  avg(speech duration)
                          AS avg speech duration,
  avg(interruption duration) AS avg interruption duration
FROM ml transcription.speakers ch GROUP BY record id;
MV для обновления Join-таблиц
DROP MATERIALIZED VIEW IF EXISTS ml transcription.mv words to join;
CREATE MATERIALIZED VIEW ml transcription.mv words to join
REFRESH EVERY 1 DAY TO ml transcription.words i AS
SELECT record id,
   toUInt64(sum(frequency))
                                   AS total words,
   toUInt64(sumIf(frequency, is filler=1)) AS filler words,
   toUInt64(sumIf(frequency, is swear=1)) AS swear words
FROM ml transcription.words ch GROUP BY record id;
DROP MATERIALIZED VIEW IF EXISTS
ml transcription.mv emotions to join;
CREATE MATERIALIZED VIEW ml transcription.mv emotions to join
REFRESH EVERY 1 DAY TO ml transcription.emotions i AS
SELECT record id,
   toUInt64(count())
                                AS fragments count,
   toUInt64(uniqExact(speaker))
                                     AS unique speakers,
   toUInt64(countIf(emotion='positive')) AS positive segments,
   toUInt64(countIf(emotion='negative')) AS negative segments,
   toUInt64(countIf(emotion='neutral')) AS neutral segments
FROM ml transcription.speech analysis ch GROUP BY record id;
```

```
DROP MATERIALIZED VIEW IF EXISTS
ml transcription.mv speakers to join;
CREATE MATERIALIZED VIEW ml transcription.mv speakers to join
REFRESH EVERY 1 DAY TO ml transcription.speakers j AS
SELECT record id,
   avg(speech speed) AS avg speech speed,
   avg(speech duration) AS avg speech duration,
   avg(interruption duration) AS avg interruption duration
FROM ml transcription.speakers ch GROUP BY record id;
Агрегированная витрина
Храним уже дневные агрегаты (гранулярность: date, channel type, category).
Это резко снижает объем и ускоряет ВІ.
DROP MATERIALIZED VIEW IF EXISTS
ml transcription.aggregated transcription mv;
CREATE MATERIALIZED VIEW ml transcription.aggregated transcription mv
ENGINE = AggregatingMergeTree()
PARTITION BY to YYYYMM (processed at)
ORDER BY (channel type, category, toDate(processed at))
POPULATE AS
SELECT
  t.record id, t.channel type, t.category,
  toDate(t.processed at) AS date, t.processed at,
  avgState(t.transcription quality) AS avg transcription quality state,
  avgState(t.overall score)
                             AS avg overall score state,
  sumState(t.audio duration)
                               AS total audio duration state,
```

AS calls count state,

countState(t.record id)

```
avgState(t.info_quality) AS avg_info_quality_state,
avgState(t.politeness) AS avg_politeness_state,
avgState(t.conflict_management) AS avg_conflict_state,
```

```
avgState(t.overlap_duration) AS avg_overlap_duration_state,
avgState(t.silence_duration) AS avg_silence_duration_state,
avgState(t.wait_time) AS avg_wait_time_state,
avgState(t.hold_time) AS avg_hold_time_state,
avgState(t.background_noise) AS avg_noise_level_state,
avgState(t.volume_level) AS avg_volume_level_state,
```

avgState(sj.avg\_speech\_speed) AS avg\_speech\_speed\_state, avgState(sj.avg\_speech\_duration) AS avg\_speech\_duration\_state, avgState(sj.avg\_interruption\_duration) AS avg\_interruption\_duration\_state,

```
sumState(wj.total_words) AS total_words_state,
sumState(wj.filler_words) AS filler_words_state,
sumState(wj.swear words) AS swear words state,
```

```
sumState(ej.fragments_count) AS fragments_count_state,
sumState(ej.unique_speakers) AS unique_speakers_state,
sumState(ej.positive_segments) AS positive_fragments_state,
sumState(ej.negative_segments) AS negative_fragments_state,
sumState(ej.neutral_segments) AS neutral_fragments_state
```

FROM ml\_transcription.transcripts\_raw AS t
GLOBAL ANY LEFT JOIN ml\_transcription.speakers\_j AS sj USING
(record id)

```
GLOBAL ANY LEFT JOIN ml transcription.words j AS wj USING
(record id)
GLOBAL ANY LEFT JOIN ml transcription.emotions j AS ej USING
(record id)
GROUP BY t.record id, t.channel type, t.category, t.processed at;
ВІ-таблица с готовыми КРІ
DROP TABLE IF EXISTS ml transcription.daily metrics;
CREATE TABLE ml transcription.daily metrics
(
  date Date,
  channel type LowCardinality(String),
  category String,
  avg quality Float32,
  avg score Float32,
  total audio Float32,
  calls count UInt64,
  avg info quality Float32,
  avg politeness Float32,
  avg conflict Float32,
  avg overlap duration Float32,
  avg_silence_duration Float32,
  avg wait time Float32,
  avg hold time Float32,
  avg noise level Float32,
  avg volume level Float32,
  avg speech speed Float32,
  avg speech duration Float32,
  avg interruption duration Float32,
  total words UInt64,
```

```
filler words UInt64,
  swear words UInt64,
  fragments count UInt64,
  unique speakers UInt64,
  positive segments UInt64,
  negative segments UInt64,
  neutral segments UInt64
)
ENGINE = MergeTree
PARTITION BY toYYYYMM(date)
ORDER BY (channel type, category, date);
DROP MATERIALIZED VIEW IF EXISTS ml_transcription.mv_daily_metrics;
CREATE MATERIALIZED VIEW ml transcription.mv daily metrics
TO ml transcription.daily metrics AS
SELECT
  toDate(processed at) AS date,
  channel type, category,
  avgMerge(avg transcription quality state) AS avg quality,
  avgMerge(avg overall score state)
                                        AS avg score,
  sumMerge(total audio duration state)
                                         AS total audio,
  countMerge(calls count state)
                                      AS calls count,
  avgMerge(avg info quality state)
                                        AS avg info quality,
  avgMerge(avg politeness state)
                                       AS avg politeness,
  avgMerge(avg conflict state)
                                      AS avg conflict,
  avgMerge(avg overlap duration state)
                                          AS avg overlap duration,
  avgMerge(avg silence duration state)
                                         AS avg silence duration,
  avgMerge(avg wait time state)
                                       AS avg wait time,
  avgMerge(avg hold time state)
                                       AS avg hold time,
```

avgMerge(avg\_noise\_level\_state) AS avg\_noise\_level,

avgMerge(avg\_volume\_level\_state) AS avg\_volume\_level,

avgMerge(avg\_speech\_speed\_state) AS avg\_speech\_speed,

avgMerge(avg\_speech\_duration\_state) AS avg\_speech\_duration,

avgMerge(avg\_interruption\_duration\_state) AS avg\_interruption\_duration,

sumMerge(total words state) AS total words,

sumMerge(filler\_words\_state) AS filler\_words,

sumMerge(swear\_words\_state) AS swear\_words,

sumMerge(fragments\_count\_state) AS fragments\_count,

sumMerge(unique\_speakers\_state) AS unique\_speakers,

sumMerge(positive\_fragments\_state) AS positive\_segments,

sumMerge(negative\_fragments\_state) AS negative\_segments,

sumMerge(neutral fragments state) AS neutral segments

FROM ml transcription.aggregated transcription mv

GROUP BY date, channel\_type, category;

#### Порядок первичного запуска

-- 1) Подтянуть данные из РС

REFRESH MATERIALIZED VIEW mv\_pg\_source\_audio;

REFRESH MATERIALIZED VIEW mv\_pg\_speech\_analysis;

REFRESH MATERIALIZED VIEW mv\_pg\_speakers;

REFRESH MATERIALIZED VIEW mv\_pg\_words;

REFRESH MATERIALIZED VIEW mv pg badge registry;

-- 2) Построить join-таблицы (через их MV)

REFRESH MATERIALIZED VIEW ml\_transcription.mv\_words\_to\_join;

REFRESH MATERIALIZED VIEW ml transcription.mv emotions to join;

REFRESH MATERIALIZED VIEW ml\_transcription.mv\_speakers\_to\_join;

- -- 3) aggregated\_transcription\_mv заполняется (POPULATE) и дальше будет обновляться
- -- 4) daily\_metrics наполняется автоматически через mv\_daily\_metrics Проверки:

SELECT count(), min(processed\_at), max(processed\_at) FROM ml\_transcription.transcripts\_raw;

SELECT count() FROM ml\_transcription.aggregated\_transcription\_mv;

SELECT count() FROM ml\_transcription.daily\_metrics;

#### Мониторинг ETL и хранения

Мониторинг включает 4 уровня контроля: размер таблиц, партиции, статус MV, свободное место на дисках:

• Размеры таблиц:

SELECT database, table, engine, total\_rows AS rows, formatReadableSize(total bytes) AS size,

metadata\_modification\_time AS last\_alter, comment

FROM system.tables

WHERE database='ml transcription'

ORDER BY total\_bytes DESC;

• По партициям:

SELECT database, table, engine, count() AS parts, sum(rows) AS total\_rows,

formatReadableSize(sum(bytes on disk)) AS total size,

min(modification\_time) AS oldest\_part, max(modification\_time) AS newest\_part

FROM system.parts

WHERE database='ml\_transcription'

GROUP BY database, table, engine

ORDER BY sum(bytes\_on\_disk) DESC;

• Статусы Refresh-MV:

SELECT view\_name, last\_successful\_refresh, last\_refresh\_duration\_ms, last\_refresh\_status, next\_scheduled\_refresh, last\_refresh\_error FROM system.view\_refreshes

WHERE database='ml transcription'

ORDER BY last successful refresh DESC;

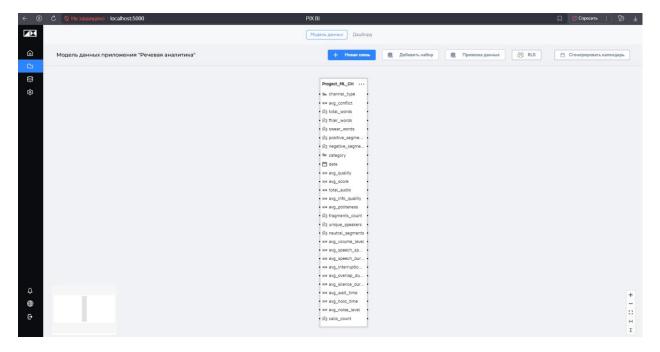
• Диски:

SELECT name, formatReadableSize(free\_space) AS free\_space, formatReadableSize(total\_space) AS total\_space, round(free\_space/total\_space\*100,2) AS free\_percent

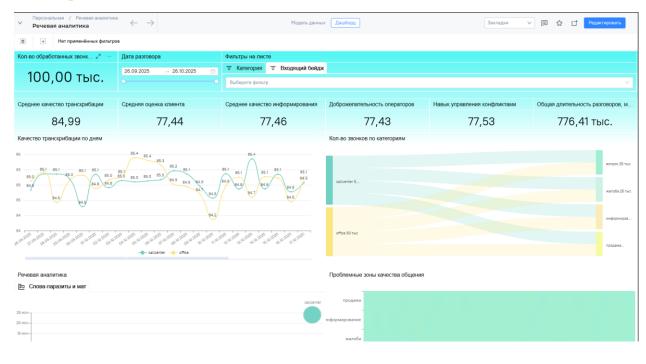
## Дашборд:

Модель данных:

FROM system.disks;



## Дашборд:



## Сравнение по таблицам

Таблица	PostgreSQL	ClickHouse	Сжатие	Пример строк
words / words_ch	1.917 GB	179 MB	~10.7× меньше	~17.5 млн
speech_analysis / speech_analysis_ch	583 MB	50.6 MB	~11.5× меньше	~2.5 млн
source_audio / transcripts_raw	45 MB	10.7 MB	~4.2× меньше	100 000
speakers / speakers_ch	49 MB	8.4 MB	~5.8× меньше	~400 000
badge_registry/ badge_registry_ch	1.36 MB	0.21 MB	~6.4× меньше	10 000

## CHANGELOG

Версия РІХ ВІ: 1.31.13

CH: 25.6.2.5

PG: PostgreSQL 17.5