```java
import javax.swing.*;
import java.awt.*;
import java.awt.event.*;
import java.util.*;

public class Assign5GUI {

    static Map<String, String> knowledgeBase = new HashMap<>();
    static {
        knowledgeBase.put("return", "You can return this while visiting our website.");
        knowledgeBase.put("order", "You can order anything through our website.");
        knowledgeBase.put("cancel", "You can go to history of orders then click on cancel.");
        knowledgeBase.put("shipping", "It takes 5-6 working days to process your order.");
        knowledgeBase.put("payment", "We accept payments through UPI and credit card.");
    }

    public static void main(String[] args) {
        // Create the frame
        JFrame frame = new JFrame("Customer Interaction Chatbot");
        frame.setDefaultCloseOperation(JFrame.EXIT_ON_CLOSE);
        frame.setSize(400, 500);

        // Set up layout
        frame.setLayout(new BorderLayout());

        // Create components
        JTextArea chatArea = new JTextArea();
        chatArea.setEditable(false);
        JScrollPane scrollPane = new JScrollPane(chatArea);

        JTextField inputField = new JTextField();
        JButton sendButton = new JButton("Send");

        // Add components to frame
        frame.add(scrollPane, BorderLayout.CENTER);
        frame.add(inputField, BorderLayout.SOUTH);
        frame.add(sendButton, BorderLayout.EAST);

        // Show the frame
        frame.setVisible(true);

        // Action when send button is clicked
        sendButton.addActionListener(new ActionListener() {
```

```java
        public void actionPerformed(ActionEvent e) {
            String input = inputField.getText();
            if (input.equalsIgnoreCase("Exit") || input.equalsIgnoreCase("bye")) {
                String rating = JOptionPane.showInputDialog(frame, "Thanks for chatting with us.
Please rate the chatbot (1-5):");
                try {
                    int ratingValue = Integer.parseInt(rating);
                    chatArea.append("Chatbot: Goodbye. Your rating is " + ratingValue + "/5. Thank
you for your feedback!\n");
                } catch (NumberFormatException ex) {
                    chatArea.append("Chatbot: Invalid rating input.\n");
                }
                System.exit(0);  // Exit the application
            } else {
                String response = getResponse(input);
                chatArea.append("You: " + input + "\n");
                chatArea.append("Chatbot: " + response + "\n");
            }
            inputField.setText("");  // Clear input field
        }
    });
    }

    private static String getResponse(String input) {
        for (String keyword : knowledgeBase.keySet()) {
            if (input.contains(keyword)) {
                return knowledgeBase.get(keyword);
            }
        }
        return "I'm sorry, I cannot understand your request.";
    }
}
```